Canterbury
District Health Board
Te Poari Hauora ō Waitaha

CORPORATE OFFICE

Level 1
32 Oxford Terrace
Christchurch Central
CHRISTCHURCH 8011

Telephone: 0064 3 364 4160
Fax: 0064 3 364 4165
carolyn.gullery@cdhb.health.nz

23 June 2020

9(2)(a) [redacted]

RE Official information request CDHB 10305

We refer to your email received 1 May 2020 requesting the following information under the Official Information Act from Canterbury DHB. Specifically:

- **All correspondence received and sent by Dan Coward and received and sent by Sue Nightingale about Rosewood rest home, between April 3 and April 10, inclusive.**

Please find attached all correspondence received and sent by Dan Coward and received and sent by Sue Nightingale about Rosewood rest home, between 3 April and 10 April 2020. (**Appendix 1).**

Please note We have redacted information pursuant to section 9(2)(a) of the Official Information Act i.e. *"….to protect the privacy of natural persons, including that of deceased natural persons".* We have also redacted information we consider to be 'Out of Scope' of your request.

I trust that this satisfies your interest in this matter.

You may, under section 28(3) of the Official Information Act, seek a review of our decision to withhold information by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz; or Freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Canterbury DHB website after your receipt of this response.

Yours sincerely

Ralph La Salle
Acting Executive Director
Planning, Funding & Decision Support

Rochelle Audeau

From: Suzy Rogers
Sent: Friday, 3 April 2020 7:09 PM
To: Aileen Smith; Alan Pithie; Allison Partridge; Anne Esson; 'Annette Finlay'; Barbara Nelson; Bridget Fenwick; Bronwyn Suzana; Burwood Hospital Charge Nurses - Inpatient; Charge Nurse Managers; ''Clive Hackett'; CPHHealthProtection; Daniel Williams; Duty Managers Burwood Hospital; Duty Managers Christchurch Hospital; Emily Fielder; Euna Sahng; IPC Nursing; Jill Lee; Joshua Freeman; Karen Dennison; Karl Haase; Kate Cooper; Laura Ware; Linda Daly; Lisa Salt; 'madie'; Margaret Welsh; Mark Crawford; Martin Duggan; Mary Stevens; Michael Harrington; s 9(2)(a) [redacted] @pegasus.org.nz'; s 9(2)(a) [redacted] s 9(2)(a) [redacted] @nursemaude.org.nz'; Nicola Grieve; Patricia Mannering; Philip Schroeder; Rachel Burt; Ramon Pink; Rebecca Heyward (nee Winsor); Rebecca Lowery; 'Rodney Fisher '; Sally Vilsbaek; Sally Yarwood; Sarah Berger; Sue Holland; s 9(2)(a) [redacted] @stjohn.org.nz'; Tracey Williams; Tracy Meekin; Vicky Pawsey; Sarah Berger; Joshua Freeman; Alan Pithie; Rosemary Ikram; Matthew Reid; CPHOnCall; Karen Dennison; Euna Sahng; Richard Scrase; Jill Lee; Sue Holland; Cheryl Brunton; Ramon Pink; Megan Gibbs; Sue Nightingale; Dan Coward; ECC Welfare (CDHB); Laura Bruce; 'Lynda Exton'; Matthew Reid; Anna Stevenson
Subject: RE: URGENT CONFIRMED COVID-19 outbreaks

Importance: High

NEW
Rosewood Dementia Care Unit
1 confirmed COVID-19 Case
12 residents and 3 staff with cough and other symptoms
Strict Contact and Droplet Precautions in place
Screening and contact tracing initiated.

Ongoing
Out of Scope
[redacted]

Regards, Suzy

Suzy Rogers
Clinical Nurse Specialist, Infection Prevention and Control,
Christchurch Hospital and Community
Manawa | Level 5, 276 Antigua Street | PO Box 1600 | Christchurch | New Zealand
s 9(2)(a) [redacted]
Suzy.Rogers@cdhb.health.nz

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Rochelle Audeau

From: Richard Scrase
Sent: Friday, 3 April 2020 3:19 PM
To: ECC Controller (CDHB)
Subject: ARC new Covid case

Categories: Completed

New Covid-19 case at Rosewood ARC facility s 9(2)(a) [redacted] year old s 9(2)(a) [redacted] with dementia

Ngā mihi
Richard.

Nursing Director, Older People – Population Health | Older Persons Health & Rehab
Canterbury District Health Board and West Coast District Health Board.
M s 9(2)(a) [redacted] P: 03 3836836
E: Richard.Scrase@cdhb.health.nz | Private Bag 4708
Christchurch 8140

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Rochelle Audeau

From: Richard Scrase
Sent: Friday, 3 April 2020 6:24 PM
To: EOC Burwood Hospital OPH&R; ECC Controller (CDHB)
Subject: FW: Scan-to-Me
Attachments: richas2_3-04-2020_18-18-00.pdf

Categories: Completed

Attached is list of residents from Rosewood rest home with one confirmed Covid case and several other suspect cases. **Confirmed case is in Unit 2 which is D6** . We are advising family in that wing as per Public Health request using script provided by them

Ngā mihi
Richard.

Nursing Director, Older People – Population Health | Older Persons Health & Rehab
Canterbury District Health Board and West Coast District Health Board.
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Bed Occupancy Report

Rosewood Resthome and Hospital

Room	Bed Status	NHI	Resident	Gender
Unit: Rest Home D2				
Room 01 - Bed 1	Occupied	s 9(2)(a) [redacted]		
Room 01 - Bed 2				
Room 02 - Bed 1	Occupied			
Room 02 - Bed 2				
Room 03 - Bed 1	Occupied			
Room 04 - Bed 1	Occupied			
Room 05 - Bed 1	Occupied			
Room 06 - Bed 1	Occupied			
Room 07 - Bed 1	Occupied			
Room 08 - Bed 1	Occupied			
Room 09 - Bed 1	Occupied			
Room 10 - Bed 1	Occupied			
Room 11 - Bed 1	Occupied			
Room 12 - Bed 1	Occupied			
Room 12a - Bed 1	Occupied			
Room 14 - Bed 1	Occupied			
Room 15 - Bed 1	Occupied			
Room 16 - Bed 1	Occupied			
Room 17 - Bed 1	Occupied			

RELEASED

Bed Occupancy Report

Rosewood Resthome and Hospital

Room	Bed Status	NHI	Resident	Gender
Unit: Rest Home				
Room 18 - Bed 1	Occupied	s 9(2)(a) [redacted]		
Room 19 - Bed 1	Occupied			
Room 20 - Bed 1	Occupied			
Room 21 - Bed 1	Occupied			
Room 22 - Bed 1	Occupied			
Room 23 - Bed 1	Occupied			
Room 24 - Bed 1	Occupied			
Unit: Unit One				
Room 01 - Bed 1	Occupied			
Room 02 - Bed 1	Occupied			
Room 03 - Bed 1	Occupied			
Room 04 - Bed 1	Occupied			
Room 05 - Bed 1	Occupied			
Room 06 - Bed 1	Occupied			
Room 07 - Bed 1	Occupied			
Room 08 - Bed 1	Occupied			
Room 09 - Bed 1	Occupied			
Room 10 - Bed 1	Occupied			
Room 11 - Bed 1	Occupied			

RELEASED UNDER THE OIA ACT

Bed Occupancy Report

Rosewood Resthome and Hospital

Room	Bed Status	NHI	Resident	Gender
Unit: Unit One				
Room 12 - Bed 1	Occupied	s 9(2)(a) [redacted]		
Room 12A - Bed 1	Occupied			
Room 14 - Bed 1	Occupied			
Room 15 - Bed 1	Occupied			
Room 16 - Bed 1	Occupied			
Room 17 - Bed 1	Occupied			
Room 18 - Bed 1	Occupied			
Room 19 - Bed 1	Occupied			
Room 20 - Bed 1	Occupied			
Unit: Unit Two				
Room 01 - Bed 1	Occupied			
Room 02 - Bed 1	Occupied			
Room 03 - Bed 1	Occupied			
Room 04 - Bed 1	Occupied			
Room 05 - Bed 1	Occupied			
Room 06 - Bed 1	Occupied			
Room 07 - Bed 1	Occupied			
Room 08 - Bed 1	Occupied			
Room 09 - Bed 1	Occupied			

RELEASED UNDER THE OIA ACT

Bed Occupancy Report

Rosewood Resthome and Hospital

Room	Bed Status	NHI	Resident	Gender
Unit: Unit Two				
Room 10 - Bed 1	Occupied	s 9(2)(a) [redacted]		
Room 11 - Bed 1	Occupied			
Room 12 - Bed 1	Occupied			
Room 12A - Bed 1	Occupied			
Room 14 - Bed 1	Occupied			
Room 15 - Bed 1	Occupied			
Room 16 - Bed 1	Occupied			
Room 17 - Bed 1	Occupied			
Room 18 - Bed 1	Occupied			
Room 19 - Bed 1	Occupied			
Room 20 - Bed 1	Occupied			

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Ngā mihi
Richard.

Nursing Director, Older People – Population Health | Older Persons Health & Rehab
Canterbury District Health Board and West Coast District Health Board.
M: s 9(2)(a) [redacted] P: 03 3836836
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From: Richard.Scrase@cdhb.health.nz <Richard.Scrase@cdhb.health.nz>
Sent: Friday, 3 April 2020 6:19 p.m.
To: Richard Scrase <Richard.Scrase@cdhb.health.nz>
Subject: Scan-to-Me

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Rochelle Audeau

From: Jeanie Watson
Sent: Saturday, 4 April 2020 4:27 PM
To: ECC Controller (CDHB)
Cc: ECC Public Information (CDHB); Karalyn van Deursen
Subject: RE: IMPORTANT: Guidance on staff movement to other facilities including ARC facilities
Attachments: COVID-19 Don't Bring It Home 01.04.2020.pdf

Categories: Completed

Good point Sue.

Most advice we have is also available as PDFs so easy enough to share to externals – just need to get into the habit.

Attached is the Don't bring it home info sheet – I will share with s 9(2)(a) now and see if there's anything else 9(2)(a) needs.

Cheers

Jeanie

From: ECC Controller (CDHB)
Sent: Saturday, 4 April 2020 4:22 PM
To: Jeanie Watson <Jeanie.Watson@cdhb.health.nz>
Cc: ECC Public Information (CDHB) <ECCPubInfCDHB@cdhb.health.nz>
Subject: FW: IMPORTANT: Guidance on staff movement to other facilities including ARC facilities

Hi
Not a today job but I'm wondering how we can share a bit more of our info with some of these providers. Forte are supplying nurses for us to go and work in ARC so we want to help them as much as possible
Sue

From s 9(2)(a) @fortehealth.co.nz>
Sent: Saturday, 4 April 2020 4:20 p.m.
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Subject: RE: IMPORTANT: Guidance on staff movement to other facilities including ARC facilities

Thanks Sue any information you have to support my team would be greatly appreciated.

Kind regards,

s 9(2)(a)

fortehealth

From: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Sent: Saturday, 4 April 2020 4:02 PM

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s 9(2)(a) [redacted]
To [redacted]@fortehealth.co.nz>
Subject: RE: IMPORTANT: Guidance on staff movement to other facilities including ARC facilities

Out of Scope [redacted]

s 9(2)(a) [redacted]
From [redacted]@fortehealth.co.nz>
Sent: Saturday, 4 April 2020 3:22 p.m.
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Subject: RE: IMPORTANT: Guidance on staff movement to other facilities including ARC facilities

Thank you for the below email. I have 8 of my team members covering shifts at both Out of Scope [redacted] and Rosewood rest homes this afternoon and tomorrow morning.

Out of Scope [redacted]

kind regards,

s 9(2)(a) [redacted]

fortehealth

132 Peterborough Street, Christchurch, NZ

s 9(2)(a) [redacted]
From: [redacted]
Sent: Saturday, 4 April 2020 12:56 PM
To: [redacted]@fortehealth.co.nz>
Subject: FW: IMPORTANT: Guidance on staff movement to other facilities including ARC facilities
Importance: High

s 9(2)(a) [redacted]

fortehealth

Out of Scope [redacted]

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Out of Scope

[redacted]

Out of Scope

[redacted]

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Out of Scope

[redacted]

Rochelle Audeau

From: Suzy Rogers
Sent: Saturday, 4 April 2020 6:01 PM
To: Matthew Reid
Cc: s 9(2)(a) [redacted]

Subject: RE: Rosewood Rest home and Hospital Lik.ey VCOVD-19 outbreak
Attachments: 1098_001.pdf; Full Contact List of staff in Unit 2.docx

HI Matt

See responses in your e-mail below in red.

IPC Team will follow up residents from now on and handover contact tracing of tracing of staff to CPH. However, we may be able to help with timely swabbing of ARC staff if you send us their details, as we are setting up screening appointments for CDHB staff.

Of course, we need to know the outcome of the staff screening results and decision regarding confirmed, probable or negative case.

I have also attached the patient list and staff lists just received this afternoon from s 9(2)(a) [redacted] at Rosewood, which should help with your contact tracing of staff.

Regards, Suzy

From: Matthew Reid
Sent: Saturday, 4 April 2020 5:25 p.m.
To: Suzy Rogers <Suzy.Rogers@cdhb.health.nz>
s 9(2)(a) [redacted]
Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; s 9(2)(a) [redacted]
s 9(2)(a) [redacted]
Subject: RE: Rosewood Rest home and Hospital Lik.ey VCOVD-19 outbreak

Kia ora koutou,

I spoke with s 9(2)(a) [redacted] to facilitate contact tracing. A transmission source among relatives is less likely because they effectively went into lock down on 18/3/20, apart from a couple of exceptions. Therefore, more likely to have come from staff. Below are some more complete contact details of the symptomatic staff.

s 9(2)(a) [redacted] was swabbed on 28/03/20 – not detected, but we will be pursuing in case s [redacted] could've been the source
s 9(2)(a) [redacted] swabbed today, result awaited
s 9(2)(a) [redacted] not yet swabbed
[redacted] works in the s 9(2)(a) [redacted] but is also unwell, not swabbed s 9(2)(a) [redacted]

For other contacts of residents in the dementia unit s 9(2)(a) [redacted] preparing a list of staff. Some of them s 9(2)(a) [redacted] will be close contacts, but not (yet) symptomatic. We would normally stand them down and have them self-isolate for 14 days. Clearly this would create staffing issues for Rosewood.

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Are these staff close contacts being managed by IPC? Whilst we screened s 9(2)(a) [redacted] morning and result is awaited, this if for CPH to follow up s 9(2)(a) [redacted] not yet swabbed s 9(2)(a) [redacted] and I left messages for her to contact us but not had any reply –will leave for CPH to follow up? s 9(2)(a) [redacted] works in s 9(2)(a) [redacted] but is also unwell, not swabbed, was not aware of s 9(2) [redacted] as a contact until now – will leave for CPU to follow up.

- Can you confirm that IPC has/will raise the staffing implications with CDHB ECC? Yes, incidentally just had a conversation with Sue Nightingale regarding staffing implications, and have included her in this communication.

I ask these things for clarity, and so we have shared understanding with these and the next ARC clusters.

Ngā mihi, Matt

From: Suzy Rogers
Sent: Friday, 3 April 2020 7:04 p.m.
To s 9(2)(a) [redacted]
s 9(2)(a) [redacted]
Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Subject: RE: Rosewood Rest home and Hospital Lik.ey VCOVD-19 outbreak

H s 9(2)(a) [redacted]

As per our telephone conversations just now, regarding 12 resident unwell with cough, and mixed COVID-19 symptoms in unit 1 at Rosewood, one of who m has tested positive for COVID-19 :

The 12 residents in Unit 1 (including positive resident s 9(2)(a) [redacted]

- They all need to be nursed at all times (as much as possible) on strict contact and droplet precautions - staff to wear full PPE at all times within the unit.
- They must have a break at least 2-3 hourly to rest and hydrate. If you can have a clean space for putting on PPE and a separate space for removing PPE that would be helpful. Suggest they come to work in normal clothes and change into their uniform and then PPE and at end of shift change into normal clothes (put uniform in plastic bag, to wash and dry separately).
- We are sending out 4 swabs, so that you can screen 4 unwell, symptomatic residents in unit 1 – suggest you screen the most easily amenable residents.
- Can you commencing cleaning and disinfection of the 12 unwell residents rooms twice daily and include all the communal areas twice daily.
- Can you monitor the remaining 68 residents for signs and symptoms of respiratory illness e.g. fever, sore throat, cough , SOB and ass this to your line listing.

There is 1 resident in unit 2 with sudden onset chesty cough: s 9(2)(a) [redacted] Can you confirm s 9(2)(a) [redacted] NHI please.

- Can you isolate s 9(2)(a) [redacted] on strict contact and droplet precautions (as much as possible) and any staff who come into direct contact with s 9(2)(a) [redacted] must be wearing Full PPE – Gloves, gown, mask, eye protection.
- We are also sending a naso-pharyngeal swab fo s 9(2)(a) [redacted] o be screened this needs to be delivered back to Canterbury Health Labs.

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- Can you commence cleaning and disinfection of s 9(2)(a) [redacted] room twice daily and a full clean and disinfection of unit 2 communal areas, particularly in the locations where s 9(2)(a) [redacted] congregates with others e.g dining area and lounge and all frequently touched surfaces, locker, bed , rails, light switches, door handles, etc.

I understand you now have 3 staff unwell who are also unwell and are off work in home isolation

s 9(2)(a) [redacted] who went off unwell on 27 March 2020 with a cough- I understand had a negative COVID -19 screen, can we gave s 9(2)(a) [redacted] telephone number to pass onto Community Public Health?
s 9(2)(a) [redacted] unwell 31/03/2020 with cough s 9(2)(a) [redacted] telephone number s 9(2)(a) [redacted] is coming to CHL tomorrow for COVID-19 Screen by IPC Team but s 9(2)(a) [redacted] results will be followed up by CPH
s 9(2)(a) [redacted] nurse last worked 25/03/2020 since then has unwell telephone number s 9(2)(a) [redacted] will require screening message left for s 9(2)(a) [redacted] to come for screening 11am tomorrow

- The IPC Team and Older Persons Mental Health and Gerontology Team and the Emergency Control Centre are sending out COVID 19 outbreak packs , including PPE, etc. to Rose wood tonight, - (7days stock for 32 staff) and staffing support to Rosewood for over the weekend as well as welfare support

- I have attached Draft ARC Guidelines for you to follow, it has all the relevant IPC management, cleaning, screening and close contact follow up details.

- Can you keep your line listing updated, and monitor staff for signs of being unwell, and they need to stay off work until follow up by CPH.

If you need any support, I have my mobile on me s 9(2)(a) [redacted] or contact Christchurch Hospital Switchboard and ask for on call infectious Disease Physician or Microbiologist.

Kind regards, Suzy

Suzy Rogers
Clinical Nurse Specialist, Infection Prevention and Control,
Christchurch Hospital and Community
Manawa | Level 5, 276 Antigua Street | PO Box 1600 | Christchurch | New Zealand
Mobil s 9(2)(a) [redacted]
Suzy.Rogers@cdhb.health.nz

From: rosewoodresthome s 9(2)(a) [redacted]
Sent: Friday, 3 April 2020 4:31 PM
To: Suzy Rogers <Suzy.Rogers@cdhb.health.nz>
Subject: Rosewood Resthome and Hospital

Hi Suzy

Attached is a map of the facility, a list of all the residents in Unit 2, NHI numbers and a list of the residents that are showing signs of being unwell.

Regards
s 9(2)(a) [redacted]

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Rosewood Resthome and Hospital
28820Woodhame Road
Linwood
Christchurch 8062
rosewoodresthome s 9(2)(a) [redacted]
03 389 7661

From: rosewoodresthom s 9(2)(a) [redacted]
Sent: Friday, 3 April 2020 4:25 p.m.
To: Rosewood <rosewoodresthom s 9(2)(a) [redacted]
Subject: Attached Image

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s 9(2)(a) [redacted]

Appendix B. Respiratory Illness Surveillance and COVID-19 Line Listing of Affected Residents and Staff

Case Identification				Symptoms												Swab			Outcome		
Name and NHI or DOB	Resident	Staff	Date of Birth	Flu Vaccine & date	Onset date	End date	Fever or temp>38°C	Cough	Sore throat	Runny nose	Shortness of breath	Myalgia	Malaise	Lethargy	Headache	Other, specify	Nasopharyngeal swab	Date swab taken	Swab result	Hospitalised	Deceased	Other details e.g. travel overseas or contact with COVID-19 Case
[redacted]	✓		[redacted]		30-3-20		T-37.9	✓		✓			✓					2-4-20	3-4-20			
	✓				2-4-2020	~~2-4-2020~~				✓												
	✓				3-4-2020			✓														
	✓				3-4-2020			✓					✓	✓								
	✓				3-4-2020			✓					✓				✓	4-3-20				on ABs chesty cough
	✓				30-4-20			✓														
	✓				2-4-20			✓									✓	4-3-20				on ABs
	✓				3-4-20			✓									✓	4-3-20				
	✓				3-4-20					✓												
	✓				3-4-20			✓														
	✓				26-3-2020			✓									✓	4-3-20				Finished course of ABs last 1-4-2020

s 9(2)(a) [redacted]

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Case Identification					Symptoms												Swab			Outcome		
Name and NHI or DOB	Resident	Staff	Date of Birth	Flu Vaccine & date	Onset date	End date	Fever or temp>38°C	Cough	Sore throat	Runny nose	Shortness of breath	Myalgia	Malaise	Lethargy	Headache	Other, specify	Nasopharyngeal swab	Date swab taken	Swab result	Hospitalised	Deceased	Other details e.g. travel overseas or contact with COVID-19 Case
[redacted] s 9(2)(a)	✓		[redacted] s 9(2)(a)	14/03/2018	30/03/2020		37.5°C	✓								LBM (1x)						
	✓			2/04/2019	01/04/2020		37.8°C	✓			✓											

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Full Contact

s 9(2)(a)

[redacted]

UNDER THE OFFICIAL INFORMATION ACT

Others in that go into the unit

s 9(2)(a)

[redacted]

THE OFFICIAL INFORMATION ACT

s 9(2)(a) [redacted]

s 9(2)(a) [redacted] Staff member that you were trying to contact.

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Rochelle Audeau

From: Suzy Rogers
Sent: Saturday, 4 April 2020 6:01 PM
To: Matthew Reid
Cc: s 9(2)(a) [redacted] ECC Controller (CDHB) s 9(2)(a) [redacted] s 9(2)(a) [redacted] Sue Nightingale
Subject: RE: Rosewood Rest home and Hospital Lik.ey VCOVD-19 outbreak
Attachments: 1098_001.pdf; Full Contact List of staff in Unit 2.docx

HI Matt

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To: Suzy Rogers <Suzy.Rogers@cdhb.health.nz>
s 9(2)(a) [redacted]
Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz> s 9(2)(a) [redacted]
s 9(2)(a) [redacted]
Subject: RE: Rosewood Rest home and Hospital Lik.ey VCOVD-19 outbreak

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I spoke with s 9(2)(a) [redacted] to facilitate contact tracing. A transmission source among relatives is less likely because they effectively went into lock down on 18/3/20, apart from a couple of exceptions. Therefore, more likely to have come from staff. Below are some more complete contact details of the symptomatic staff.

s 9(2)(a) [redacted]

For other contacts of residents in the dementia uni s 9(2)(a) [redacted] s preparing a list of staff. Some of them s 9(2)(a) [redacted] will be close contacts, but not (yet) symptomatic. We would normally stand them down and have them self-isolate for 14 days. Clearly this would create staffing issues for Rosewood.

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Are these staff close contacts being managed by IPC? Whilst we screened s 9(2)(a) [redacted] s 9(2)(a) [redacted] this morning and result is awaited, this if for CPH to follow up. s 9(2)(a) [redacted] ot yet swabbed s 9(2)(a) [redacted] d I left messages fo s 9(2)(a) [redacted] to contact us but not had any reply – will leave for CPH to follow up? s 9(2)(a) [redacted] works in s 9(2)(a) [redacted] ut is also unwell, not swabbed, was not aware o s 9(2)(a) [redacted] a contact until now – will leave for CPU to follow up.

- Can you confirm that IPC has/will raise the staffing implications with CDHB ECC? Yes, incidentally just had a conversation with Sue Nightingale regarding staffing implications, and have included her in this communication.

I ask these things for clarity, and so we have shared understanding with these and the next ARC clusters.

Ngā mihi, Matt

From: Suzy Rogers
Sent: Friday, 3 April 2020 7:04 p.m.
To: rosewoodresthom s 9(2)(a) [redacted]
s 9(2)(a) [redacted]
controller (CDHB) <ECCcontrollerCDHB@cdhb.health.nz>
Subject: RE: Rosewood Rest home and Hospital Lik.ey VCOVD-19 outbreak

H s 9(2)(a) [redacted]

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- They all need to be nursed at all times (as much as possible) on strict contact and droplet precautions - staff to wear full PPE at all times within the unit.
- They must have a break at least 2-3 hourly to rest and hydrate. If you can have a clean space for putting on PPE and a separate space for removing PPE that would be helpful. Suggest they come to work in normal clothes and change into their uniform and then PPE and at end of shift change into normal clothes (put uniform in plastic bag, to wash and dry separately).
- We are sending out 4 swabs, so that you can screen 4 unwell, symptomatic residents in unit 1 – suggest you screen the most easily amenable residents.
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I understand you now have 3 staff unwell who are also unwell and are off work in home isolation

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- Can you keep your line listing updated, and monitor staff for signs of being unwell, and they need to stay off work until follow up by CPH.

If you need any support, I have my mobile on me [redacted] or contact Christchurch Hospital Switchboard and ask for on call infectious Disease Physician or Microbiologist.

Kind regards, Suzy

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Clinical Nurse Specialist, Infection Prevention and Control,
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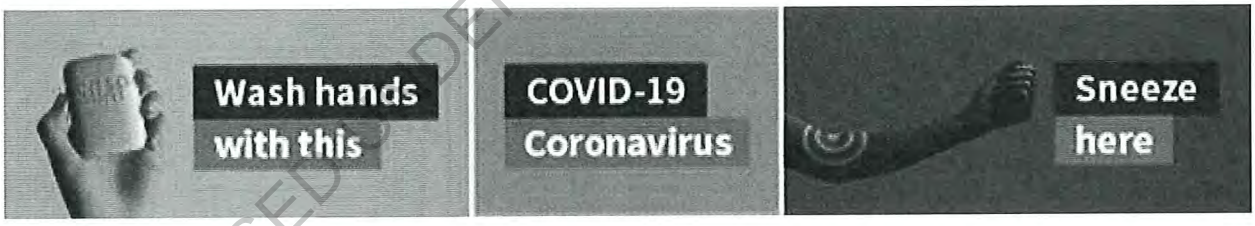
Manawa | Level 5, 276 Antigua Street | PO Box 1600 | Christchurch | New Zealand
Mobile [redacted]
Suzy.Rogers@cdhb.health.nz



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Regards
[redacted]

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Christchurch 8062
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9(2)(a) [redacted]

Appendix B. Respiratory Illness Surveillance and COVID-19 Line Listing of Affected Residents and Staff

Case Identification					Symptoms													Swab			Outcome		
Name and NHI or DOB	Resident	Staff	Date of Birth	Flu Vaccine & date	Onset date	End date	Fever or temp>38°C	Cough	Sore throat	Runny nose	Shortness of breath	Myalgia	Malaise	Lethargy	Headache	Other, specify	Nasopharyngeal swab	Date swab taken	Swab result	Hospitalised	Deceased	Other details e.g. travel overseas or contact with COVID-19 Case
[redacted]	✓		[redacted]		30.3.20		T-27.9	✓		✓			✓					2.4.20	3.4.20			
	✓				2.4.2020	~~2.4.2020~~				✓												
	✓				3.4.2020			✓														
	✓				3.4.2020			✓					✓	✓								
	✓				3.4.2020			✓					✓				✓	4.3.20				on ABs chesty cough
	✓				30.4.20			✓														
	✓				2.4.20			✓									✓	4.3.20				on ABs
	✓				3.4.20			✓									✓	4.3.20				
	✓				3.4.20					✓												
	✓				3.4.20			✓														
	✓				26.3.2020			✓									✓	4.3.20				Finished course of ABs last 1.4.2020

s 9(2)(a) [redacted]

s 9(2)(a) [redacted]

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[redacted] s 9(2)(a)	✓		[redacted] s 9(2)(a)	14/03/2018	30/03/2020		37.5°C	✓								LBM (1x)						
	✓			2/04/2019	01/04/2020		37.8°C	✓			✓											

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Full Contact

s 9(2)(a)

[redacted]

DER THE OFFICIAL INFORMATION ACT

Others in that go into the unit

s 9(2)(a)

[redacted]

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s 9(2)(a) [redacted]

s 9(2)(a) [redacted] Staff member that you were trying to contact.

s 9(2)(a) [redacted]

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Rochelle Audeau

From: s 9(2)(a) [redacted] @stgeorges.org.nz>
Sent: Sunday, 5 April 2020 7:19 AM
To: ECC Controller (CDHB)
Cc: s 9(2)(a) [redacted]
Subject: Re: ARC facilities

Categories: Completed

Hello Sue
Many thanks for this information and reassurance.
If you have further requests we are very happy to help. I anticipate that there are other staff in our hospital who would come forward to help in a variety of situations and at different times, so please do let us know.
Thankyou to you and your teams for the great job you are doing to lead this response- much appreciated
Kind regards and take care
s 9(2)(a) [redacted]

Get Outlook for iOS

From: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Sent: Saturday, April 4, 2020 6:16:21 PM
To: s 9(2)(a) [redacted] @stgeorges.org.nz>
s 9(2)(a) [redacted]
Subject: ARC facilities

Hello s 9(2)(a) [redacted]
Further to our conversation I attach the ARC guidelines.
Both ARC facilities are being overseen by our IP&C team, specifically Susy Rogers and also our ARC clinical response team lead by Val Fletcher, Geriatrician and Richard Scrase, Nursing Director.

Out of Scope [redacted] have an appropriate cleaning regime.

Out of Scope [redacted]

Rosewood is slightly more problematic because they have 20 roaming patients. Staff there are all wearing full PPE but are spelled out of the unit every two hours for removal of PPE, disinfecting and refreshment.

I have also attached the draft Covid-19 guidelines. We are very happy to provide any other information. Sorry that this came to you late.

Kind Regards
Sue

Sue Nightingale
ECC Controller
s 9(2)(a) [redacted]

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****
This email may contain privileged and confidential information, including health information protected by the Health

Rochelle Audeau

From:	Richard Scrase
Sent:	Sunday, 5 April 2020 9:00 AM
To:	ECC Covid Staffing
Cc:	ECC Controller (CDHB)
Subject:	FW: Additional resources and posters
Attachments:	covid 19 dedicated area sign.pdf; COVID-19 Enhanced Precautions.pdf; IP&C COVID-19 PPE advice - Putting on PPE.pdf; IP&C COVID-19 PPE advice - Removing PPE.pdf
Categories:	Completed

Attached may be useful for non CDHB staff going into ARC-apologies if already seen this

Ngā mihi
Richard.

Nursing Director, Older People – Population Health | Older Persons Health & Rehab
Canterbury District Health Board and West Coast District Health Board.
M s 9(2)(a) [redacted] P: 03 3836836
E: Richard.Scrase@cdhb.health.nz | Private Bag 4708
Christchurch 8140

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From: Suzy Rogers
Sent: Sunday, 5 April 2020 8:53 a[redacted]
To: 'rosewoodresthom[redacted]
Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
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I have attached some useful posters for your team to use on entry to isolation area and individual rooms also a donning PPE poster for dedicated clean area and a doffing Poster for removing PPE in dedicated removal area for contaminated PPE).

Hope you find this useful.

Regards, Suzy

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The 12 residents in Unit 1 (including positive resident s 9(2)(a) [redacted]

- They all need to be nursed at all times (as much as possible) on strict contact and droplet precautions - staff to wear full PPE at all times within the unit.
- They must have a break at least 2-3 hourly to rest and hydrate. If you can have a clean space for putting on PPE and a separate space for removing PPE that would be helpful. Suggest they come to work in normal clothes and change into their uniform and then PPE and at end of shift change into normal clothes (put uniform in plastic bag, to wash and dry separately).
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Christchurch Hospital and Community
Manawa | Level 5, 276 Antigua Street | PO Box 1600 | Christchurch | New Zealand
Mobil s 9(2)(a) [redacted]
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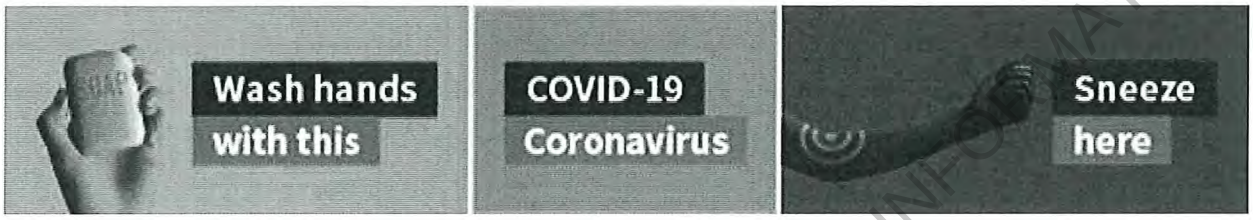

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Isolation

Red Zone

Enhanced Droplet and Contact Precautions Required

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ENHANCED PRECAUTIONS

STOP

DROPLET + CONTACT

(in addition to Standard Precautions)

RESTRICTED VISITING (only on approval)

Encourage other forms of communication, e.g. phone call or video call

PLACEMENT

- ✓ Single Room (cohort as advised by IP&C)
- ✓ Door closed

MASK

- ✓ Surgical Mask
- ✓ Put on at entrance to room
- ✓ Remove when exiting the room

EYE PROTECTION

- ✓ Safety glasses
- ✓ Put on at entrance to room
- ✓ Remove when exiting the room

GLOVES / GOWN

- ✓ Put on at entrance to room
- ✓ Remove before exiting room

PERFORM HAND HYGIENE

- ✓ As per 5 Moments of Hand Hygiene

PATIENT TRANSPORT

- ✓ Limit to essential purposes only
- ✓ Patient to wear surgical mask during transport
- ✓ Patient to perform hand hygiene

WASTE

- ✓ Place in the infectious/medical waste bag

PATIENT CARE EQUIPMENT / ENVIRONMENT

- ✓ Dedicated equipment
- ✓ Clean and disinfect on frequently high-touch points & equipment

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Ref: 2406828 Authorised by: Infection Prevention & Control Service March 2020

Canterbury District Health Board Te Poari Hauora o Waitaha

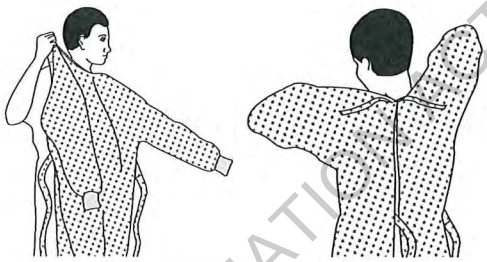
West Coast District Health Board

SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator

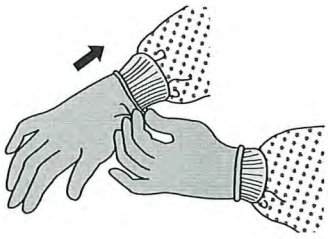
3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit

Perform Hand Hygiene

4. GLOVES

- Extend to cover wrist of isolation gown



USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene

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Te Poari Hauora ō Waitaha

West Coast District Health Board

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HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE)

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container

Perform Hand Hygiene

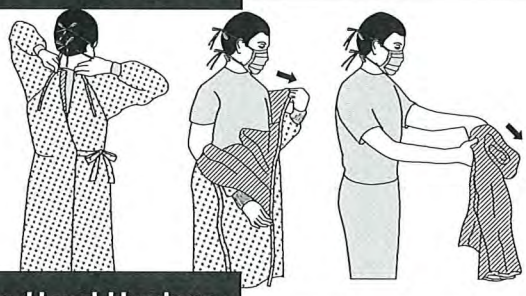
2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

Perform Hand Hygiene

3. GOWN

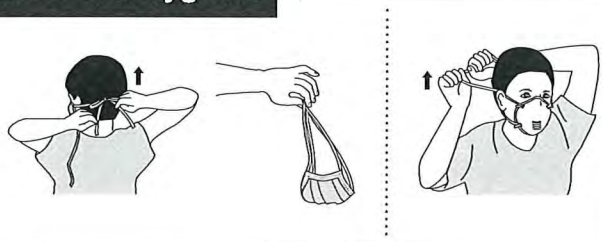
- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container



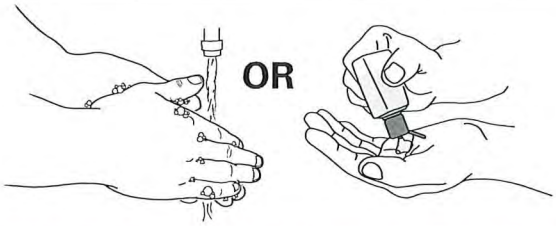
Perform Hand Hygiene

4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE

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Te Poari Hauora ō Waitaha
West Coast District Health Board

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Rochelle Audeau

From: Suzy Rogers
Sent: Sunday, 5 April 2020 12:01 PM
To: 'rosewoodresthome s 9(2)(a) [redacted]
Cc: Sue Nightingale s 9(2)(a) [redacted] s 9(2)(a) [redacted]
Subject: RE: Additional resources and posters

s 9(2)(a) [redacted]
H

I thanks for the opportunity to discuss PPE use on the telephone just now. I think it is reasonable and understandable that in last 24 hours there has been few teething problems, whilst staff are implementing this new process.

Just confirming that the following measures are in place:

- On entrance to Unit 2 staff are donning clean PPE - gloves gown mask and eye protection.
- They will be wearing this PPE all times for a 2 hour period when in the unit with residents.
- After 2 hours, they need to have a break .
- The toilet next to the staff room in unit 2 is the designated area for removing contaminated PPE. They must perform hand hygiene after removing each piece of PPE and clean and disinfect the eye protection between use. Hand sanitiser, detergent, wipes and disinfectant should be available in this area to achieve this.
- The staff room next to the toilet is the staff rest area, where they can have a break and refreshments and something to eat.
- They will then have to don fresh clean PPE in the staff room to return to the unit.
- Also the cleaning staff should be cleaning and disinfection all residents rooms and communal areas of the unit and frequently touched surfaces, i.e. door handles, light switches, tables, remotes, call bells, etc. every shift.

- Your unwell resident in unit 1 is able to be isolated i s 9(2)(a) [redacted] oom on contact and droplet precautions and staff are donning and doffing PPE before and after coming into direct contact wit s 9(2)(a) [redacted] and that s 9(2)(a) [redacted] nvironment is also having regular cleaning band disinfection every shift.

Myself and some of the IPC team will visit Rosewood tomorrow at 2.30pm to assess how the IPC measures are working and to offer ongoing advice and support to the morning and afternoon staff on duty and to yourself. Hopefully we have the results of the 4 residents screened yesterday then too.

Community and Public Health Team are following up staff contacts, that re unwell and those that have been considered as close contacts. However, we are in close communication with them, the Older Persons Mental Health and the ECC Teams to ensure that this outbreak is contained and all residents and staff are followed up and managed safely.

If you need any further advice, please do not hesitate to contact me.

Kind regards, Suzy

Suzy Rogers
Clinical Nurse Specialist, Infection Prevention and Control,
Christchurch Hospital and Community
Manaaki | Level 5, 276 Antigua Street | PO Box 1600 | Christchurch | New Zealand
Mobile s 9(2)(a) [redacted]
Suzy.Rogers@cdhb.health.nz

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From: rosewoodresthom s 9(2)(a) [redacted]
Sent: Sunday, 5 April 2020 10:47 a.m.
To: Suzy Rogers <Suzy.Rogers@cdhb.health.nz>
Subject: RE: Additional resources and posters

Thankyou

From: Suzy Rogers <Suzy.Rogers@cdhb.health.nz>
Sent: Sunday, 5 April 2020 8:53 a.m.
To: 'rosewoodresthome s 9(2)(a) [redacted]
s 9(2)(a) [redacted]
Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Subject: Additional resources and posters

H s 9(2)(a) [redacted]

I have attached some useful posters for your team to use on entry to isolation area and individual rooms also a donning PPE poster for dedicated clean area and a doffing Poster for removing PPE in dedicated removal area for contaminated PPE).

Hope you find this useful.

Regards, Suzy

From: Suzy Rogers
Sent: Friday, 3 April 2020 7:04 p.m.
To: rosewoodresthom s 9(2)(a) [redacted]
s 9(2)(a) [redacted]
Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Subject: RE: Rosewood Rest home and Hospital Lik.ey VCOVD-19 outbreak

H s 9(2)(a) [redacted]

As per our telephone conversations just now, regarding 12 resident unwell with cough, and mixed COVID-19 symptoms in unit 1 at Rosewood, one of who m has tested positive for COVID-19 :

The 12 residents in Unit 1 (including positive resident s 9(2)(a) [redacted]

- They all need to be nursed at all times (as much as possible) on strict contact and droplet precautions - staff to wear full PPE at all times within the unit.
- They must have a break at least 2-3 hourly to rest and hydrate. If you can have a clean space for putting on PPE and a separate space for removing PPE that would be helpful. Suggest they come to work in normal

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clothes and change into their uniform and then PPE and at end of shift change into normal clothes (put uniform in plastic bag, to wash and dry separately).

- We are sending out 4 swabs, so that you can screen 4 unwell, symptomatic residents in unit 1 – suggest you screen the most easily amenable residents.
- Can you commencing cleaning and disinfection of the 12 unwell residents rooms twice daily and include all the communal areas twice daily.
- Can you monitor the remaining 68 residents for signs and symptoms of respiratory illness e.g. fever, sore throat, cough , SOB and ass this to your line listing.

There is 1 resident in unit 2 with sudden onset chesty cough s 9(2)(a) [redacted]... Can you confirm s 9(2)(a) [redacted] HI please.

- Can you isolate s 9(2)(a) [redacted] in s 9(2)(a) [redacted] om on strict contact and droplet precautions (as much as possible) and any staff who come into direct contact with s 9(2)(a) [redacted] must be wearing Full PPE – Gloves, gown, mask, eye protection.
- We are also sending a naso-pharyngeal swab for s 9(2)(a) [redacted] to be screened this needs to be delivered back to Canterbury Health Labs.
- Can you commence cleaning and disinfection of s 9(2)(a) [redacted] oom twice daily and a full clean and disinfection of unit 2 communal areas, particularly in the locations where s 9(2)(a) [redacted] ongregates with others e.g dining area and lounge and all frequently touched surfaces, locker, bed , rails, light switches, door handles, etc.

I understand you now have 3 staff unwell who are also unwell and are off work in home isolation

s 9(2)(a) [redacted] - who went off unwell on 27 March 2020 with a cough- I understand s 9(2)(a) [redacted] ad a negative COVID - 19 screen - can we gave s 9(2)(a) [redacted] telephone number to pass onto Community Public Health?
s 9(2)(a) [redacted] th cough s 9(2)(a) [redacted] elephone number s 9(2)(a) [redacted] is coming to CHL tomorrow for COVID-19 Screen by IPC Team but s 9(2)(a) [redacted] results will be followed up by CPH
s 9(2)(a) [redacted] - casual nurse last worked 25/03/2020 since then has unwell telephone number s 9(2)(a) [redacted] will require screening message left for s 9(2)(a) [redacted] to come for screening 11am tomorrow

- The IPC Team and Older Persons Mental Health and Gerontology Team and the Emergency Control Centre are sending out COVID 19 outbreak packs , including PPE, etc. to Rose wood tonight, - (7days stock for 32 staff) and staffing support to Rosewood for over the weekend as well as welfare support

- I have attached Draft ARC Guidelines for you to follow, it has all the relevant IPC management, cleaning, screening and close contact follow up details.

- Can you keep your line listing updated, and monitor staff for signs of being unwell, and they need to stay off work until follow up by CPH.

If you need any support, I have my mobile on me s 9(2)(a) [redacted] or contact Christchurch Hospital Switchboard and ask for on call infectious Disease Physician or Microbiologist.

Kind regards, Suzy

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Manawa | Level 5, 276 Antigua Street | PO Box 1600 | Christchurch | New Zealand
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From: rosewoodresthome s 9(2)(a) [redacted]
Sent: Friday, 3 April 2020 4:31 PM
To: Suzy Rogers <Suzy.Rogers@cdhb.health.nz>
Subject: Rosewood Resthome and Hospital

Hi Suzy

Attached is a map of the facility, a list of all the residents in Unit 2, NHI numbers and a list of the residents that are showing signs of being unwell.

Regards
s 9(2)(a) [redacted]

Rosewood Resthome and Hospital
28820Woodhame Road
Linwood
Christchurch 8062
rosewoodresthome s 9(2)(a) [redacted]
03 389 7661

From: rosewoodresthome s 9(2)(a) [redacted]
Sent: Friday, 3 April 2020 4:25 p.m.
To: Rosewood <rosewoodresthome s 9(2)(a) [redacted]
Subject: Attached Image

****
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Rochelle Audeau

From: Mardi Postill
Sent: Sunday, 5 April 2020 12:44 PM
To: ECC Manager (CDHB)
Cc: s 9(2)(a) [redacted]
Subject: 05.04.20 Vulnerable person and ARC report

ARC and other disability facilities

- Residents s 9(2)(a) [redacted] Rosewood are stable , Staffing continues to be an issue for Rosewood and Richard Scrase will remain on call for both facilities for next 24hrs
- Rosewood is an independent rest home without a wider organisational/governance structure around it, we have offered Comms support to the facility manager and seeking accommodation options for affected staff.
- Rosewood: PPE use major issue, all staff need to be replaced, working on solution at time of writing
- No other issues reported from other facilities

HCSS

- All agencies visiting as per agreed prioritised visiting schedule, no staffing issues.
- A number of clients continue to decline visits. Agencies replacing some visits with welfare phone calls
- A few calls requesting PPE for support workers, all directed to the HCSS PPE guidelines

Mardi Postill
Team Leader, Older Persons' Health
Planning and Funding

Canterbury & West Coast District Health Board
32 Oxford Tce I PO Box 1600 I Christchurch 8140 I
T s 9(2)(a) [redacted]
Email: mardi.postill@cdhb.health.nz

https://www.livestronger.org.nz/

LIVE STRONGER FOR LONGER
PREVENT FALLS & FRACTURES

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Rochelle Audeau

From: Alan Pithie
Sent: Sunday, 5 April 2020 1:39 PM
To: Anja Werno
Cc: s 9(2)(a) [redacted]
s 9(2)(a) [redacted] Sue Nightingale
Subject: Re: 2 positive results

As way of up date, have approved testing in 4 inpatients scattered round hospital with new onset resp symptoms. Teams asked to inform public health. All in isolation pending results.
One patient in ward 28 included.
One staff member s 9(2)(a) [redacted] currently in ED with new onset resp symptoms. CoVid team aware.
Alan

Sent from my iPhone

On 5/04/2020, at 10:14 AM, Anja Werno <Anja.Werno@cdhb.health.nz> wrote:

Hi all,

2 more today:

s 9(2)(a) [redacted]

Regards
Anja

Dr. Anja M Werno MD PhD MBA FRCPA
Chief of Pathology and Laboratories
Clinical Microbiologist
Canterbury Health Laboratories
542 Hagley Avenue
Christchurch 8011
New Zealand

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On 5/04/2020, at 10:14 AM, Anja Werno <Anja.Werno@cdhb.health.nz> wrote:

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2 more today:

CDHB						
Date notified to CPH	Name	NHI	DOB	Delphic #	E-Gene Screening assay result	Com
4/04/2020	s 9(2)(a) [redacted]					
4/04/2020	[redacted]					

Regards
Anja

Dr. Anja M Werno MD PhD MBA FRCPA
Chief of Pathology and Laboratories
Clinical Microbiologist
Canterbury Health Laboratories
542 Hagley Avenue
Christchurch 8011
New Zealand

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Rochelle Audeau

From: Anja Werno
Sent: Sunday, 5 April 2020 3:28 PM
To: s 9(2)(a) [redacted]
s 9(2)(a) [redacted] ue Nightingale
Subject: ERRATUM

Importance: High

Date notified to CPH	Name	NHI	DOB	Delphic #	E-Gene Screening assay result	Comments
4/04/2020	s 9(2)(a) [redacted]					
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Hi all,

This is the same table I sent about 1 hour ago. EXCEPT: the first patient i 9(2)(a) [redacted]

My brain is slowly taking a toll...

Profuse apologies for causing confusion.

Anja

Dr. Anja M Werno MD PhD MBA FRCPA
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New Zealand

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Rochelle Audeau

From: Karalyn van Deursen
Sent: Sunday, 5 April 2020 4:13 PM
To: s 9(2)(a) [redacted] Sue Nightingale
Subject: more staff confirmed as cases at Rosewood.

ARC 2 Cluster: - This one is Rosewood – not ARC 1 (as previously advised)
Staff: x4 Probable
Residents: x~~14~~ confirmed, x11 Probable
Total ARC2 cluster: ~~15~~ ~~16~~ 19

Total for Rosewood now up to a total of 19 cases.
These will be reported on the Ministry website tomorrow afternoon.

Ngā mihi

Karalyn van Deursen
Executive Director Communications
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
T: +64 3 364 4103 or ext. 62103| M: 027 531 4796

Values – *A matou uara*
Care and respect for others – *Manaaki me te kotua i etahi*
Integrity in all we do – *Hapai i a matou mahi*
Responsibility for outcomes – *Kaiwhakarite i ka hua*

Unite against COVID-19

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Rochelle Audeau

From: Richard Scrase
Sent: Sunday, 5 April 2020 5:00 PM
To: ECC Controller (CDHB)
Subject: Fwd: Residents of Unit 2 Rosewood
Attachments: Residents and families - Unit 2.xlsx

Categories: Completed

Residents in effected wing

Sent from my Samsung Galaxy smartphone.

-------- Original message --------
From: rosewoodresthome[redacted] s 9(2)(a)
Date: 5/04/2020 4:58 pm (GMT+12:00)
To: Richard Scrase <Richard.Scrase@cdhb.health.nz>
Subject: Residents of Unit 2 Rosewood

Rosewood Resthome and Hospital
288 Woodham Road
Christchurch 8062
Phone: 03 389 7661 s 9(2)(a)
Email: rosewoodresthom[redacted]

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Subject: Residents of Unit 2 Rosewood

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288 Woodham Road
Christchurch 8062
Phone: 03 389 7661 s 9(2)(a) [redacted]
Email: rosewoodresthome [redacted]

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First Name	Surname	NHI	Family Contact	Phone
s 9(2)(a)	[redacted]			

RELEASED UNDER THE OFFICIAL

Rochelle Audeau

From: Mardi Postill
Sent: Sunday, 5 April 2020 6:02 PM
To: s 9(2)(a) ECC Controller (CDHB) s 9(2)(a)
Cc: s 9(2)(a)
Subject: RE: Urgent request to contact staff member from Rosewood

Categories: Completed

Many thanks

Mardi Postill
Team Leader, Older Persons' Health
Planning and Funding

Canterbury & West Coast District Health Board
32 Oxford Tce | PO Box 1600 | Christchurch 8140 |
T: s 9(2)(a)
Email: mardi.postill@cdhb.health.nz

https://www.livestronger.org.nz/

LIVE STRONGER FOR LONGER
PREVENT FALLS & FRACTURES

From: Ramon Pink
Sent: Sunday, 5 April 2020 6:00 p.m.
To: Mardi Postill <Mardi.Postill@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>;
s 9(2)(a)
Subject: RE: Urgent request to contact staff member from Rosewood

Hi Mardi,

Just confirming that CPH has been in touch with this staff member, and talked through the key issues with s 9(2)(a) No one will be required to visit s 9(2)(a) home tonight.

Many thanks
Ramon.

From: Mardi Postill
Sent: Sunday, 5 April 2020 5:53 PM s 9(2)(a)
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
s 9(2)(a)
Subject: RE: Urgent request to contact staff member from Rosewood

Will get her to do it with someone else, (just for safety)

Mardi Postill
Team Leader, Older Persons' Health

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Planning and Funding

Canterbury & West Coast District Health Board
32 Oxford Tce | PO Box 1600 | Christchurch 8140 |
T: s 9(2)(a) [redacted]
Email: mardi.postill@cdhb.health.nz

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LIVE **STRONGER** FOR **LONGER**
PREVENT FALLS & FRACTURES

From: ECC Controller (CDHB)
Sent: Sunday, 5 April 2020 5:50 p.m.
To: Mardi Postill <Mardi.Postill@cdhb.health.nz>; Suzy Rogers <Suzy.Rogers@cdhb.health.nz>; Richard Scrase <Richard.Scrase@cdhb.health.nz>; Ramon Pink <Ramon.Pink@cdhb.health.nz>
Subject: RE: Urgent request to contact staff member from Rosewood

Excellent, thank you

From: Mardi Postill
Sent: Sunday, 5 April 2020 5:46 p.m.
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz> s 9(2)(a) [redacted]
s 9(2)(a) [redacted]
Subject: RE: Urgent request to contact staff member from Rosewood

One of my team can do this? they are nearby, she is also a RN

Mardi Postill
Team Leader, Older Persons' Health
Planning and Funding

Canterbury & West Coast District Health Board
32 Oxford Tce | PO Box 1600 | Christchurch 8140 |
T: s 9(2)(a) [redacted]
Email: mardi.postill@cdhb.health.nz

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LIVE **STRONGER** FOR **LONGER**
PREVENT FALLS & FRACTURES

From: ECC Controller (CDHB)
Sent: Sunday, 5 April 2020 5:41 p.m.
To: Suzy Rogers <Suzy.Rogers@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; Richard Scrase <Richard.Scrase@cdhb.health.nz>; Ramon Pink <Ramon.Pink@cdhb.health.nz>
Subject: RE: Urgent request to contact staff member from Rosewood

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Do we need to ask the police to do this tonight?

From: Suzy Rogers
Sent: Sunday, 5 April 2020 5:38 p.m.
s 9(2)(a)
To: [redacted] ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
s 9(2)(a)
Subject: Urgent request to contact staff member from Rosewood

Hi

The following staff member who has been unwell since 25 March 2020 , is not responding to phone calls and we are concerned they need to be fooled up by CPH or ECC Welfare for a face to face check on their well being:

s 9(2)(a)
[redacted]

Can you follow up.

Many thanks Suzy
Sent from my Samsung Galaxy smartphone.

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Rochelle Audeau

From: Mardi Postill
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To: Ramon Pink; ECC Controller (CDHB); Suzy Rogers; Richard Scrase
Cc: Karen Dennison
Subject: RE: Urgent request to contact staff member from Rosewood

Categories: Completed

Many thanks

Mardi Postill
Team Leader, Older Persons' Health
Planning and Funding

Canterbury & West Coast District Health Board
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Team Leader, Older Persons' Health

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Sent from my Samsung Galaxy smartphone.

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Rochelle Audeau

From: Joshua Freeman
Sent: Sunday, 5 April 2020 7:18 PM
To: ECC Controller (CDHB); s 9(2)(a) [redacted]
Cc: s 9(2)(a) [redacted]
Subject: RE: Rosewood additional external a d internal staff contacts

Categories: Completed

Yes – Suzy called me. The plan sounds sensible under the (extremely unusual) circumstances.

From: ECC Controller (CDHB)
Sent: Sunday, 5 April 2020 6:54 p.m.
To: Joshua Freeman <Joshua.Freeman@cdhb.health.nz>; Suzy Rogers <Suzy.Rogers@cdhb.health.nz>; Ramon Pink <Ramon.Pink@cdhb.health.nz>; Matthew Reid <Matthew.Reid@cdhb.health.nz>
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Hi Josh
Suzy can fill you in tomorrow but Rosewood dementia hospital wing unsustainable – no one will work there and practices not safe - 20 patients being moved to Burwood tomorrow.
Sue

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Cc: s 9(2)(a) [redacted] ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; s 9(2)(a) [redacted]
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Oh dear… surely the external staff were aware of NZ /CDHB PPE recommendations? Apparently not.

I think we need a meeting tomorrow morning to take stock of events at Rosewood since the meeting on Friday and determine what additional actions are needed.

Out of Scope [redacted]

Managing these two outbreaks may require additional support, particularly if time has to be invested in navigating media interest.

Josh

Josh Freeman
Acting CD IPC

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From: Suzy Rogers
Sent: Sunday, 5 April 2020 5:31 PM
To s 9(2)(a) [redacted]
Cc [redacted]
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Subject: Rosewood additional external a d internal staff contacts

Hi CPH Team

See below names of additional external staff contacts at Rosewood from last night and this morning:

Forte staff are:
s 9(2)(a) [redacted] did not wear goggles during morning shift

s 9(2)(a) [redacted] did not wear goggles over s 9(2)(a) [redacted] glasses during shift
s 9(2)(a) [redacted]

St George's Hospital:
s 9(2)(a) [redacted] wore all PPE but not goggles over s 9(2)(a) [redacted] spectacles

On discussion with Rosewood staff today- many of the close contacts from unit 2 (isolation unit) have been in contact with other staff, and the registered nurses have worked across all units 1,2 and 3.

I have therefore asked 9(2)(a) [redacted] the Rosewood 9(2)(a) [redacted] to send whole list of all Rosewood staff to CPH.

Kind regards, Suzy

Thank Angela

Sent from my Samsung Galaxy smartphone.

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Josh Freeman
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Thank Angela

Sent from my Samsung Galaxy smartphone.

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Rochelle Audeau

From: Karalyn van Deursen
Sent: Monday, 6 April 2020 8:30 AM
To: Sue Nightingale
Subject: RE: Rosewood Comms - Sunday 5 April 2020_v3 kvd Jeanie

thanks

From: Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Sent: Monday, 6 April 2020 8:24 a.m.
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: Rosewood Comms - Sunday 5 April 2020_v3 kvd Jeanie

Just one comment about the GP cover at the end

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Rochelle Audeau

From: Rachel Cadle
Sent: Monday, 6 April 2020 9:23 AM
To: ECC Controller (CDHB)
Subject: Rosewood Food

Categories: Completed

We may be able to provide some assistance with a Meals on Wheels type option but we won't be able to provide staffing. Let me know if we need to help.

R

Sent from my iPhone

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Rochelle Audeau

From: Sue Nightingale
Sent: Monday, 6 April 2020 10:49 AM
To: ECC Controller (CDHB)
Subject: Controller Handover 6 April
Attachments: Controller Handover 6 April.docx

Categories: Completed

Also saved in document tree and a couple of things I need to add.

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ECC CONTROLLER HANDOVER 6 APRIL

Rosewood Dementia Care Home – resident and multiple staff positive or probable for Covid 19. 6 staff going to Out of Scope for isolation – flatmates wouldn't let them return home. Problems obtaining staff – PPE used incorrectly Sunday, created crisis with staff being pulled by Forte. You are aware. Sally and Mardi co -ordinating move to Burwood with St John providing transport.

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Categories: Completed

Also saved in document tree and a couple of things I need to add.

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ECC CONTROLLER HANDOVER 6 APRIL

Handover from 2 April - completed tasks

Out of Scope

[redacted]

Out of Scope

[redacted]

Out of Scope

[redacted]

Rosewood Dementia Care Home – resident and multiple staff positive or probable for Covid 19. 6 staff going to Out of Scope for isolation – flatmates wouldn't let them return home.. Problems obtaining staff – PPE used incorrectly Sunday, created crisis with staff being pulled by Forte. You are aware. Sally and Mardi co -ordinating move to Burwood with St John providing transport.

Out of Scope

[redacted]

Out of Scope

[redacted]

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Rochelle Audeau

From: Charlotte.Gendall@health.govt.nz
Sent: Monday, 6 April 2020 10:57 AM
To: Karalyn van Deursen
Cc: s 9(2)(a) [redacted] ECC Controller (CDHB) s 9(2)(a) [redacted]
s 9(2)(a) [redacted]
Subject: Re: FW: Christchurch cluster

Categories: Completed

Thanks Karalyn.

Here is what I have in Ashley's update so far .. Paul is just reviewing the first draft now. Will discuss with him about how much further level of information we should give , or leave for you ...

Clusters
There's ongoing interest in clusters - a cluster is where there are a group of COVID-19 cases linked together because they've been in the same place together.

Out of Scope [redacted]

There is now further information available around two clusters in Christchurch we mentioned yesterday.

Both involve aged residential care facilities and will be known as ARC clusters 1 and 2.

Out of Scope [redacted] ARC cluster 2 involves Rosewood Rest Home.

For both clusters, the DHB's priority is working with the facilities to ensure the welfare and care of residents and staff.

The DHB has kept the Ministry informed about its work with both homes, and I am confident it is taking appropriate actions.

The DHB will be providing further comment this afternoon, once all patients and staff involved have the support they need.

Further information on clusters will also be available on the Ministry website this afternoon.

Charlotte Gendall
COVID-19 Principal Media Advisor
Ministry of Health
s 9(2)(a) [redacted]

From: "Karalyn van Deursen" <Karalyn.Vandeursen@cdhb.health.nz>

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To: "Mick O'Donnell" <Mick.O'Donnell@cdhb.health.nz>, "Jeanie Watson" <Jeanie.Watson@cdhb.health.nz>, "ECC Controller (CDHB)" <ECCControllerCDHB@cdhb.health.nz>, "'Charlotte.Gendall@health.govt.nz'" <Charlotte.Gendall@health.govt.nz>,
s 9(2)(a) [redacted]

Date: 06/04/2020 10:39 am
Subject: FW: Christchurch cluster

HI all – pls see below.

Burwood team – can you please alert security that the media are likely to be snooping.
I've copied Richard B as well.

I will go back to s 9(2)(a) [redacted] with:

Hi s 9(2)(a) [redacted] we are unable to provide any information on this at the moment.
An update will be provided by Ashley Bloomfield at his 1pm media briefing today.

Cheers
Karlayn

From: Dee Mccarthy <Dee.Mccarthy@cdhb.health.nz> **On Behalf Of** Communications
Sent: Monday, 6 April 2020 10:34 a.m.
To: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: FW: Christchurch cluster

From: s 9(2)(a) [redacted]
Sent: Monday, 6 April 2020 10:33 a.m.
To: Communications <Communications@cdhb.health.nz>
Subject: Christchurch cluster

Hey team,

Just regarding the Christchurch cluster at a aged care facility.

We've been told the outbreak occurred in a dementia unit and that staff and residents have been put into Burwood Hospital as a precaution. Can you please tell me how many people have been admitted to Burwood?

Thanks,

s 9(2)(a) [redacted]

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Rochelle Audeau

From: Becky Hickmott
Sent: Monday, 6 April 2020 10:58 AM
To: s 9(2)(a) [redacted]
s 9(2)(a) [redacted] ECC Controller (CDHB)
Cc: ECC Welfare (CDHB)
Subject: Rosewood - minutes of urgent meeting - plan going forward

Importance: High

Categories: Completed

Hi Everyone

I have just sent out an invite for you all. I realise that for the IP&C team, they could not hear but for everyone else the zoom meeting went well. Suggest it may be an issue within the building IP&C are on. I have enabled phone as well if you do not have zoom app on your phone. Please open the appointment and click on the phone link within the content of the cellphone or link in with Richard or Mardi

Discussion held:

- IP&C, CPH and microbiologist required on site at Rosewood to meet with staff
- There is no hot water for laundry, no kitchen staff present, new acting facility manager has raised significant concerns and may have issues continuing in the role s 9(2)(a) [redacted] distressed by situation, will be assisted to leave once patients are transferred out.
- Media aware and will be going to the site. *ECC logistics – two security staff en route to facility to assist*
- Food will be sent by Rachel Cadle's teams and logistics looking at who can assist on site with the preparation for those who need pureed food.
- Food and bottled water will need to be provided to current staff on site as well *ECC Logistics will be coordinating this*
- All staff and patients are now viewed as close contacts
- Decision will need to be made as to rest of patients within the facility now due to ongoing viability of staffing. Clinical teams will meet with current staff to determine if able to manage over next 24 hours to enable planning to occur for potential transfer to other facilities. The safety of current conditions and staff will be reviewed by clinical teams on site.
- Another zoom meeting held at 1200 – appointment sent.

Becs
ECC Welfare

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Rochelle Audeau

From: Jeanie Watson
Sent: Monday, 6 April 2020 11:51 AM
To: Sally Nicholas; Dee Chapman
Cc: ECC Controller (CDHB); Karalyn van Deursen; ECC Public Information (CDHB); ECC Manager (CDHB)
Subject: Group of 20 aged care residents transferring to Burwood Hospital today due to COVID-19 cluster

Categories: Decision Made

Hi both – could you please send the below email to all Burwood staff asap – Dan has approved.

Sent on behalf of Dan Coward, Incident Controller, Emergency Coordination Centre, Canterbury DHB

Over the weekend the Emergency Coordination Centre activated an urgent transfer of a group of 20 aged care residents to Burwood Hospital to ensure the continuation of a high level of care for these vulnerable residents who need to be isolated together.

The residents are being transferred from the Rosewood Rest Home dementia care facility to Burwood Hospital today in order to give the facility some time to look after the safety and wellbeing of their staff.

The rest home has a total of 16 confirmed and probable COVID-19 cases amongst residents and staff, and is not well enough resourced at the moment to manage the additional demand on their remaining staff.

I want to reassure all staff working at Burwood Hospital that this transfer will be managed with complete oversight from Infection Prevention and Control, and staff who will be caring for these patients have been fully briefed on following the IP&C protocols required when caring for COVID-19 cases.

The residents will be moved into ward GG in Burwood Hospital and it will be managed using a separate process, and cared for by a team of dedicated staff.

A range of staff from across the Canterbury Health System have been called on to assist, and I thank them for putting themselves forward for this important work caring for some of the most vulnerable in our community.

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Rochelle Audeau

From: Karalyn van Deursen
Sent: Monday, 6 April 2020 12:13 PM
To: ECC Controller (CDHB); David Meates; Sue Nightingale; Sally Nicholas; Mardi Postill; Richard Scrase; Ramon Pink; Anna Williams; Karen Dennison
Cc: s 9(2)(a) [redacted]
Subject: IMPORTANT - MEDIA STATEMENT FOR CHECKING PLEASE W: Rosewood unapproved, but updated media release.

Importance: High

Hi all – please see the latest version of our media release which we will release to media following Ashley's announcement.

Ramon, can you pls update the case numbers as appropriate.
I will email you separately re a mismatch between our numbers and what the MoH are planning to report – will see if we can get alignment.
kvd

From: Karalyn van Deursen
Sent: Monday, 6 April 2020 12:08 p.m.
To: Paul.Giles@health.govt.nz; 'Charlotte.Gendall@health.govt.nz' <Charlotte.Gendall@health.govt.nz>
Subject: Rosewood unapproved, but updated media release.
Importance: High

Draft31 – Media release – from Canterbury DHB

6 April 2020

MEDIA RELEASE

Canterbury DHB moves to support Rosewood Rest Home Dementia facility

Following notification of a cluster of confirmed and probable cases of COVID-19 cases amongst staff and residents at Rosewood Rest Home Dementia Care facility, Canterbury DHB's Chief Executive, David Meates has authorised that 20 residents from its hospital level dementia facility, the Hennessy wing, be temporarily moved to Burwood Hospital and an acting manager for Rosewood Rest Home be appointed effective immediately.

The facility has a total of 64 residents.

In addition to the 20 residents from the Hennessy wing who have been transferred to Burwood today, there are an additional 44 patients with dementia remaining at Rosewood in two separate wings.

All residents are being treated as close contacts and will be tested if they display symptoms of COVID-19.

This relocation means the group of 20 residents will be able to isolate as a group in their 'bubble' at Burwood.

As at midday today there was a total of 16 cases:

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- 4 residents are confirmed cases and 8 residents are probable cases.
- One staff member is a confirmed case and 3 staff members are probable cases.

While the residents are at Burwood, Rosewood will be able to carry out a deep clean of its Hennessy wing before the residents move back when we know that all residents are clear of infection.

Due to the large number of COVID infections a large number of staff now having to self-isolate (including the facility manager) – which is why the DHB has appointed a temporary manager and is assisting to identify replacement staff at very short notice.

Today the DHB is working to secure additional experienced staff to care for the 44 remaining residents at Rosewood. If we are unable to source appropriate staff we may have to look at further relocations, although this is not the current plan.

Our priority is to ensure that all residents of Rosewood receive quality care in a safe environment. I want to reassure all the families involved that everyone is working together to ensure this is the case.

A range of staff from across the Canterbury Health System have been called on to assist, and I thank them for putting themselves forward for this important work caring for some of the most vulnerable in our community.

ENDS

Back pocket FAQs –

Where are they located in Burwood?
Ward GG

How is that you have a spare ward to accommodate them?
We have moved some patients to another area, and we have low occupancy at present due to the fact that most non-urgent planned (elective) surgery has been postponed.

Ngā mihi

Karalyn van Deursen
Executive Director Communications
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
T: +64 3 364 4103 or ext. 62103| M: 027 531 4796

Values – *A matou uara*
Care and respect for others – *Manaaki me te kotua i etahi*
Integrity in all we do – *Hapai i a matou mahi*
Responsibility for outcomes – *Kaiwhakarite i ka hua*

Unite against COVID-19

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Rochelle Audeau

From: Sue Nightingale
Sent: Monday, 6 April 2020 12:33 PM
To: Sally Nicholas
Cc: s 9(2)(a) [redacted] ECC Controller (CDHB)
Subject: RE: Restraint of Ward GG

Categories: Decision Made

Dear Sally
I am aware of the issues around the need to lock GG for the safety of patients and staff and give my approval as ECC Controller and Chief Medical Officer
Kind Regards
Sue Nightingale

Sue Nightingale
Chief Medical Officer, CDHB
Tel s 9(2)(a) [redacted]

Too brief? Here's why: www.emailcharter.org

From: Sally Nicholas
Sent: Monday, 6 April 2020 11:44 a.m.
To: Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Cc: s 9(2)(a) [redacted]
Subject: Restraint of Ward GG

Hi Sue

Further to our discussions could you please provide us with approval to lock Ward GG for use for the Rosewood Facility – Hospital Level Dementia Care .

Any further information required please let us know.

Sally

Sally Nicholas
Operations Manager Older Persons Health and Rehabilitation
Canterbury District Health Board
s 9(2)(a) [redacted] E: sally.nicholas@cdhb.health.nz |
Christchurch | New Zealand
www.cdhb.health.nz

Values – Ā Mātou Uara
Care and respect for others - Manaaki me te whakaute i te tangata.
Integrity in all we do - Hāpai i ā mātou mahi katoa i runga i te pono.
Responsibility for outcomes. - Te Takohanga i ngā hua.

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Rochelle Audeau

From: Karalyn van Deursen
Sent: Monday, 6 April 2020 12:40 PM
To: Dan Coward; David Meates; Susan Fitzmaurice; ECC Controller (CDHB)
Cc: s 9(2)(a) [redacted]
Subject: URGENT APPROVAL NEEDED - SO WE CAN ISSUE THIS AT 1PM

Categories: Decision Made

6 April 2020

MEDIA RELEASE

Canterbury DHB moves to support Rosewood Rest Home Dementia facility

Following notification of a cluster of confirmed and probable cases of COVID-19 cases amongst staff and residents at Rosewood Rest Home Dementia Care facility, Canterbury DHB's Chief Executive, David Meates has authorised that 20 residents from its hospital level dementia facility, the Hennessy wing, be temporarily moved to Burwood Hospital and an acting manager for Rosewood Rest Home be appointed effective immediately.

The facility has a total of 64 residents.

In addition to the 20 residents from the Hennessy wing who have been transferred to Burwood Hospital today, there are an additional 44 residents with dementia remaining at Rosewood Rest Home in two separate wings.

All residents are being treated as close contacts and will be tested if they display symptoms of COVID-19.

This relocation means the group of 20 residents will be able to isolate as a group in their 'bubble' at Burwood Hospital.

As at midday today there was a total of 16 cases:

- 4 residents are confirmed cases and 8 residents are probable cases.
- One staff member is a confirmed case and 3 staff members are probable cases.

While the residents are at Burwood Hospital, Rosewood will be able to carry out a deep clean of its Hennessy wing before the residents move back when ~~we~~ the DHB knows that all residents are clear of infection.

Due to the large number of COVID-19 infections a large number of staff now have to self-isolate (including the facility manager) – which is why the DHB has appointed a temporary manager and is assisting to identify replacement staff at very short notice.

Today the DHB is working to secure additional experienced staff to care for the 44 remaining residents at Rosewood Rest Home. If we are unable to source appropriate staff we may have to look at further relocations, although this is not the current plan.

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"Our priority is to ensure that all residents of Rosewood Rest Home receive quality care in a safe environment. I want to reassure all the families involved that everyone is working together to ensure this is the case," David says.

"A range of staff from across the Canterbury Health System have been called on to assist, and I thank them for putting themselves forward for this important work caring for some of the most vulnerable in our community."

Ngā mihi

Karalyn van Deursen
Executive Director Communications
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Rochelle Audeau

From: Becky Hickmott on behalf of ECC Welfare (CDHB)
Sent: Monday, 6 April 2020 1:32 PM
To: ECC Controller (CDHB)
Cc: s 9(2)(a) [redacted]
Subject: CONTROLLER REVIEW REQ'd: Messaging for the families of the REST of the Rosewood ResidentsHi Becky
Attachments: 2020 - 04-06 Messaging for Rosewood residents NOK (not the Dementia Wing).docx

Importance: High

Categories: Completed

Hi Dan

This email sent at 12:52. Just conscious that teams are trying to stabilise to avoid moving residents if not required. So understand the wording but feel the need to be more cautious

Agree there is urgency in getting comms out to the families of the residents in the rest of the facility.

I wonder if we should insteadsay "we have had all of our senior clinical teams assessing both the conditions and the status of the facility, and have also reviewed the residents and we are not anticipated moving xxxx at this time. Should anything change we will ring you as soon as possible." instead of "There are no plans to move _____(resident)_____ at this time."

Becs

From: Greta Bond
Sent: Monday, 6 April 2020 12:52 PM
To: Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>
Cc: Hayley Cooper <Hayley.Cooper@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>
Subject: Messaging for the families of the REST of the Rosewood ResidentsHi Becky

Hi Becky
Can you please do your magic again on this one?
We're hoping to call these people this afternoon (ASAP)
Kind regards,
Greta

Greta Bond
Project Specialist
Canterbury and West Coast District Health Boards
Planning and Funding
Level 2
32 Oxford Terrace
Christchurch
PO Box 1600
s 9(2)(a) [redacted] greta.bond@cdhb.health.nz

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Messaging for Rosewood residents' families who are not moving

Hi, my name is _____(name)_____

I'm calling because you're the listed next of kin for _____(resident)_____, who lives at Rosewood Rest Home.

As you may have heard, there have been some confirmed cases of Covid-19 within the Out of Scope Out of Scope at Rosewood, and some unconfirmed results in the rest of the facility. As a result of this, the staff have had to be put into self-isolation for two weeks, and the Out of Scope has been moved out into Burwood Hospital.

_____(resident)_____ lives in the other part of Rosewood.

Owing to the current staff shortage, we are working very hard to get appropriate staffing in to cover this period.

_____(resident)_____ has been tested for Covid-19 and we will let you know if they have a positive result.

There are no plans to move _____(resident)_____ at this time.

If you have any questions, please call
s 9(2)(a)

Any questions?

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Rochelle Audeau

From: Becky Hickmott
Sent: Monday, 6 April 2020 1:36 PM
To: Karalyn van Deursen; Mardi Postill; ECC Controller (CDHB)
Cc: Ramon Pink
Subject: RE: Error in info provided re Rosewood.

Follow Up Flag: Follow up
Flag Status: Completed

Apologies. I should have left the wording to a specific wing. Mardi, very sorry
Becs

From: Karalyn van Deursen
Sent: Monday, 6 April 2020 1:34 PM
To: Mardi Postill <Mardi.Postill@cdhb.health.nz>; Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Cc: Ramon Pink <Ramon.Pink@cdhb.health.nz>
Subject: Error in info provided re Rosewood.
Importance: High

Hi all – just letting you know that the Out of Scope [redacted] is not at Rosewood Rest Home.
Unfortunately we had included that in our media statement.
It is a ward at Out of Scope [redacted] where there is another cluster.

About to phone them to apologise....as people will no doubt be calling.

Cheers
kvd

From: Jeanie Watson <Jeanie.Watson@cdhb.health.nz>
Sent: Monday, 6 April 2020 11:03 a.m.
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: FW: Rosewood script

Out of Scope
[redacted]

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Out of Scope

[redacted]

Out of Scope

[redacted]

RELEASED

Rochelle Audeau

From: s 9(2)(a) [redacted] fortehealth.co.nz>
Sent: Monday, 6 April 2020 3:11 PM
To: ECC Controller (CDHB)
Subject: Rosewood and Forte

Categories: Completed

Good Afternoon Sue,

I wonder if you had an update for me please regarding my staff who were directly involved with Rosewood Rest home yesterday. I received a call from s 9(2)(a) [redacted] Public health at 8.30pm last night informing me they were holding a meeting with Rosewood this morning to gather more information and then would be in touch with a plan for my team members. I have not received any further communication as yet today.

Are you able to provide me with any further information form this meeting? I am particularly interested to know whether my team members need to self-isolate or just social distance and whether testing would be available for them.

Please fell free to give me a call when you are free s 9(2)(a) [redacted]

Kind regards,

s 9(2)(a) [redacted]

fortehealth

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Rochelle Audeau

From: Karalyn van Deursen

Out of Scope

[redacted]

Out of Scope

[redacted]

3. A media release was issued regarding the Rosewood Rest Home and the DHB transferring patients to Burwood today.

4. Chief executive David Meates did a number of follow up interviews regarding the move of patients from Rosewood to Burwood. These included RNZ, Newshub radio and The Press.

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Ngā mihi

Karalyn van Deursen
Executive Director Communications
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
T: +64 3 364 4103 or ext. 62103| M: 027 531 4796

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Care and respect for others – *Manaaki me te kotua i etahi*
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Responsibility for outcomes – *Kaiwhakarite i ka hua*

Unite against COVID-19

Out of Scope

[redacted]

Out of Scope

[redacted]

MEMO

Canterbury
District Health Board
Te Poari Hauora ō Waitaha

Out of Scope

[redacted]

MEMO

Canterbury
District Health Board
Te Poari Hauora ō Waitaha

Out of Scope

[redacted]

MEMO

Canterbury
District Health Board
Te Poari Hauora ō Waitaha

Out of Scope

[redacted]

Rochelle Audeau

From: Sarah Berger
Sent: Monday, 6 April 2020 7:17 PM
To: Karalyn van Deursen; Richard Scrase; Suzy Rogers; Mardi Postill; ECC Controller (CDHB); Mary Gordon (Executive Director of Nursing); Sue Nightingale
Cc: s 9(2)(a) [redacted]
Subject: Re: Important: can someone pls advise on risk of cross-infection to the other 'wing' at Rosewood

Text is fine

Sorry for late reply

Sent from my Samsung Galaxy smartphone.

-------- Original message --------
From: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Date: 6/04/20 11:04 AM (GMT+12:00)
To: Richard Scrase <Richard.Scrase@cdhb.health.nz>, Suzy Rogers <Suzy.Rogers@cdhb.health.nz>, Sarah Berger <Sarah.Berger@cdhb.health.nz>, Mardi Postill <Mardi.Postill@cdhb.health.nz>, "ECC Controller (CDHB)" <ECCControllerCDHB@cdhb.health.nz>, "Mary Gordon (Executive Director of Nursing)" <Mary.Gordon@cdhb.health.nz>, Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Cc: s 9(2)(a) [redacted]
Subject: Important: can someone pls advise on risk of cross-infection to the other 'wing' at Rosewood

Hi all – can someone pls advise on the red words below? Is there anything we can say about this to reassure families of residents who will remain at Rosewood in the hospital wing?

Email note to families of Rosewood Rest *Hospital wing* residents – to be sent by s 9(2)(a) [redacted] **while pts are being transferred to Burwood.**

Hello
I am writing to let you know of some temporary changes taking place at Rosewood effective from today.
Due to the fact we have a large number of cases of COVID-19 amongst our dementia ward residents a decision was made by the District Health Board yesterday that all 20 of our dementia ward residents would be transferred to an isolation ward at Burwood Hospital to ensure their ongoing safety.
With so many Rosewood staff being sent home to isolate (including s 9(2)(a) [redacted] the manager) we are not able to bring in the required number of staff to replace them at such short notice, so the transfer to Burwood Hospital means our dementia residents will be able to isolate together in an appropriate setting. This also provides an opportunity for Rosewood to undergo a deep clean while they are away.
We expect this temporary isolation relocation to be for at least 14 days while the confirmed and probable COVID-19 cases see out their infectious period.

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Please be reassured that this infection is limited to the dementia wing only and due to the physical barriers between the areas and different staff we do not believe there is any increased risk to your loved one. We are however closely monitoring the health and wellbeing of all residents, as we usually do.

I wanted to let you know as soon as possible as we expect this move will make the news at some time in the next day or so.

While s 9(2)(a) [redacted] is in self isolation the DHB has appointed me as temporary manager to take over the day to day running of Rosewood for a period of time. I am an experienced rest home manager and very happy to have a chat if you have any questions. You can also email any questions to karen.dennison@cdhb.health.nz

Yours sincerely

s 9(2)(a) [redacted]

Ngā mihi

Karalyn van Deursen
Executive Director Communications
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
T: +64 3 364 4103 or ext. 62103| M: 027 531 4796

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Responsibility for outcomes – *Kaiwhakarite i ka hua*

Unite against COVID-19

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Rochelle Audeau

From: Becky Hickmott
Sent: Monday, 6 April 2020 8:15 PM
To: Alex Taylor (Communications); Richard Scrase; Karalyn van Deursen; ECC Controller (CDHB); David Meates; Mardi Postill
Subject: RE: FURTHER MEDIA ENQUIRY FW: Rosewood
Attachments: 05.04.20 Vulnerable person and ARC report ; PLEASE RESPOND to query below : 2020-04-06 Memo - High Level Planning for Rosewood Covid-19 management

Categories: Completed

Hi Alex

Am conscious that Richard and Mardi will still be tied up as they are still onsite working with the staff at the resthome and have only just left there now. Would also get Ramon Pink to comment if required as his teams and IP&C have also been involved since the initial contact made. I have attached the briefing and plan for Rosewood that you may be able to pull some information for (*hope that is okay Dan and David*). *Dan, if you feel we should send through the email from Suzy today let me know.*

What I will do is attempt to respond to your queries but will need the teams okay on the comments as well as Dan's review.

Comments are as follows:
The CDHB on Friday was alerted to the fact that a resident at Rosewood was COVID-19 positive. Support was given immediately to the manager and nursing staff within the facility by CDHB senior nursing and medical staff and the CDHB Emergency Coordination Centre was notified to help support the facility with staffing. Staffing was covered for the immediate two following shifts (both RNs and HCAs) and PPE supplies were also sent to the facility to ensure they were well stocked and supported. The clinical manager also worked on through to the next day and through the weekend to help support the residents and staff.

The staff involved with the patient who tested positive for COVID-19 were stood down due to being seen as a close contact with the resident. All staff found at risk were required to be replaced and this enabled us to place new staffing in to manage the safety of all remaining residents for all shifts. CDHB senior staff remained on call throughout the weekend, and staffing teams continued to provide relief staff to the facilities. I have attached the email around this from Sunday.

To our knowledge no official complaints have been received regarding the residents at Rosewood (*will need this confirmed*).

The CDHB will complete a review of all systems and processes as part of our normal debriefing process as soon as this facility has all the supports it requires and has been stabilised.

Full PPE gear for patients with Covid-19 was sent out to the facility when the alert came out that they had an outbreak. All staff put into the COVID are were briefed and sent resources on appropriate utilisation of PPE gear. In addition, IP&C staff visited the unit on Monday (please see attached confidential notes from the meeting and assessment undertaken).

Thanks
becky

From: Alex Taylor (Communications)
Sent: Monday, 6 April 2020 5:43 PM

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To: Richard Scrase <Richard.Scrase@cdhb.health.nz>; Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>
Subject: RE: FURTHER MEDIA ENQUIRY FW: Rosewood

Hi all,

Another question to add to the original ones added below when you get a moment to review:

A nurse at Burwood Hospital has been told the staff at Rosewood Rest Home and Hospital abandoned the dementia patients and left them to fend for themselves after they tested positive for Covid-19.

Allegedly, none of the staff showed up for work, the dementia patients weren't fed or was their hygiene looked after.

-Has any of the above allegations been brought to the Canterbury District Health Board's attention?

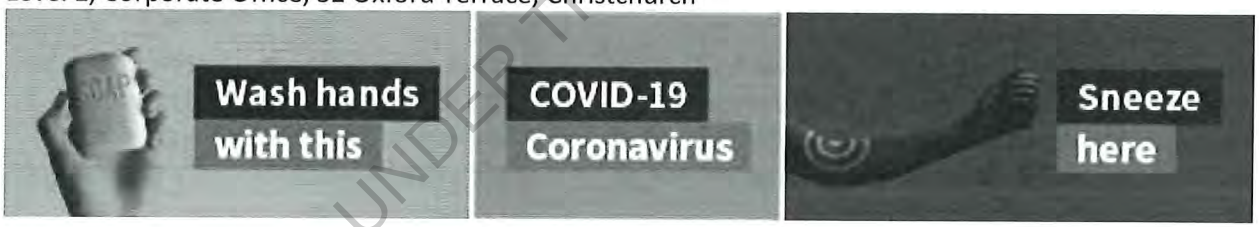
-Has the CDHB received any official complaints over the well-being and treatment of residents at Rosewood following the number of cases testing positive for Covid-19?

-Will the CDHB investigate any of these complaints or carry out any investigations in relation to these allegations?

-Did staff at Rosewood have sufficient protection equipment available to them to cope with patients with Covid-19?

Cheers
Alex

Alex Taylor
Senior Media Advisor
Canterbury and West Coast District Health Boards
T: 03 364 4122 or ext: 62122 | M: 027 567 5343
Level 1, Corporate Office, 32 Oxford Terrace, Christchurch



From: Richard Scrase
Sent: Monday, 6 April 2020 4:30 p.m.
To: Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>
Cc: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Subject: Re: FURTHER MEDIA ENQUIRY FW: Rosewood

The no hot water is in the laundry only but needs to be addressed still as plumber left

Sent from my Samsung Galaxy smartphone.

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-------- Original message --------
From: Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>
Date: 6/04/2020 4:22 pm (GMT+12:00)
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>, "ECC Controller (CDHB)" <ECCControllerCDHB@cdhb.health.nz>, David Meates <David.Meates@cdhb.health.nz>, Mardi Postill <Mardi.Postill@cdhb.health.nz>, Richard Scrase <Richard.Scrase@cdhb.health.nz>
Cc: "Alex Taylor (Communications)" <Alex.Taylor2@cdhb.health.nz>
Subject: RE: FURTHER MEDIA ENQUIRY FW: Rosewood

I will send you a high level plan shortly that will answer some of these questions and then respond more thoroughly below. I am trying to review the plan for Dan and then send through to both Mary and David first for review.

Becs

From: Karalyn van Deursen
Sent: Monday, 6 April 2020 4:06 PM
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Richard Scrase <Richard.Scrase@cdhb.health.nz>
Cc: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Subject: FW: FURTHER MEDIA ENQUIRY FW: Rosewood

Hi Mardi, Richard and Becky – please see the query below – can you advise on an appropriate response.

On an earlier internal email thread there was some mention of no hot water this morning.

Happy to discuss.

kvd

From: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Sent: Monday, 6 April 2020 3:25 p.m.
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: FURTHER MEDIA ENQUIRY FW: Rosewood

Do you have some general approved info to answer this?

s 9(2)(a)
From [redacted]
Sent: Monday, 6 April 2020 3:19 p.m.
To: Communications <Communications@cdhb.health.nz>
Subject: Rosewood

Hi Alex,

A nurse at Burwood Hospital has been told the staff at Rosewood Rest Home and Hospital abandoned the dementia patients and left them to fend for themselves after they tested positive for Covid-19.

Allegedly, none of the staff showed up for work, the dementia patients weren't fed or was their hygiene looked after.

-Has any of the above allegations been brought to the Canterbury District Health Board's attention?

-Has the CDHB received any official complaints over the well-being and treatment of residents at Rosewood following the number of cases testing positive for Covid-19?

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-Will the CDHB investigate any of these complaints or carry out any investigations in relation to these allegations?

-If it is confirmed staff at Rosewood Rest Home and Hospital abandoned their patients – how many days did this go on for before action was taken and twenty Rosewood patients were moved to Burwood Hospital as announced today?

Kind regards,

s 9(2)(a)

[redacted]

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Rochelle Audeau

From: Mardi Postill
Sent: Sunday, 5 April 2020 12:44 PM
To: ECC Manager (CDHB)
Cc: s 9(2)(a) [redacted]
Subject: 05.04.20 Vulnerable person and ARC report

ARC and other disability facilities

- Residents at Out of Scope [redacted] Rosewood are stable , Staffing continues to be an issue for Rosewood and Richard Scrase will remain on call for both facilities for next 24hrs
- Rosewood is an independent rest home without a wider organisational/governance structure around it, we have offered Comms support to the facility manager and seeking accommodation options for affected staff.
- Rosewood: PPE use major issue, all staff need to be replaced, working on solution at time of writing
- No other issues reported from other facilities

HCSS

- All agencies visiting as per agreed prioritised visiting schedule, no staffing issues.
- A number of clients continue to decline visits. Agencies replacing some visits with welfare phone calls
- A few calls requesting PPE for support workers, all directed to the HCSS PPE guidelines

Mardi Postill
Team Leader, Older Persons' Health
Planning and Funding

Canterbury & West Coast District Health Board
32 Oxford Tce | PO Box 1600 | Christchurch 8140 |
T s 9(2)(a) [redacted]
Email: mardi.postill@cdhb.health.nz

https://www.livestronger.org.nz/

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Rochelle Audeau

From: Karalyn van Deursen
Sent: Tuesday, 7 April 2020 9:05 AM
To: Alex Taylor (Communications); Greta Bond; Becky Hickmott; Richard Scrase; ECC Controller (CDHB); David Meates; Mardi Postill
Subject: RE: DRAFT RESPONSE FOR REVIEW FW: Rosewood

Categories: Decision Made

Was it on Friday night?

From: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Sent: Tuesday, 7 April 2020 8:57 a.m.
To: Greta Bond <Greta.Bond@cdhb.health.nz>; Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Richard Scrase <Richard.Scrase@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>
Subject: RE: DRAFT RESPONSE FOR REVIEW FW: Rosewood

Thanks Greta. Have updated below and made IP&C comment more general Becky. Is this ok?

To be attributed to Dan Coward, DHB Incident Controller, Canterbury DHB:

Canterbury DHB was alerted to the fact that a resident at Rosewood rest home had tested positive for COVID-19 on Friday night. ?

Support was given immediately to the manager and nursing staff within the facility by the DHB's senior nursing and medical staff, and the DHB's Emergency Coordination Centre was notified to help support the facility's staffing. Staffing was covered for the ~~immediate~~ two following shifts and additional PPE supplies were also sent to the facility to ensure they were well stocked and supported. DHB staff also worked throughout the weekend to further support the residents and staff.

The staff involved with the care of the resident who tested positive for COVID-19 stopped work and immediately went into self-isolation, due to being a close contact with the resident. All of these staff were replaced and this enabled the DHB to safely care for all remaining residents.

No official complaints have been received by the DHB regarding the care provided to residents at Rosewood.

The DHB will complete a review of all systems and processes that were in place at the facility as part of our normal debriefing process as soon as this facility is able to function again without the support of the DHB

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ENDS

From: Greta Bond
Sent: Tuesday, 7 April 2020 8:47 a.m.
To: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>; Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Richard Scrase <Richard.Scrase@cdhb.health.nz>; Karalyn van Deursen

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<Karalyn.Vandeursen@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>
Subject: RE: DRAFT RESPONSE FOR REVIEW FW: Rosewood

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Thanks a lot.
Greta

Greta Bond
Project Specialist
Canterbury and West Coast District Health Boards
Planning and Funding
Level 2
32 Oxford Terrace
Christchurch
PO Box 1600
Christchurch 8140
s 9(2)(a) [redacted] ✉greta.bond@cdhb.health.nz

From: Alex Taylor (Communications)
Sent: Tuesday, 7 April 2020 8:14 a.m.
To: Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Richard Scrase <Richard.Scrase@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; Greta Bond <Greta.Bond@cdhb.health.nz>
Subject: DRAFT RESPONSE FOR REVIEW FW: Rosewood

Thanks for this info Becky. Here is a final for review. **Mardi/Greta** can you please confirm the highlighted point below?

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Cheers
Alex

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What I will do is attempt to respond to your queries but will need the teams okay on the comments as well as Dan's review.

Comments are as follows:
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Thanks
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Another question to add to the original ones added below when you get a moment to review:

A nurse at Burwood Hospital has been told the staff at Rosewood Rest Home and Hospital abandoned the dementia patients and left them to fend for themselves after they tested positive for Covid-19.

Allegedly, none of the staff showed up for work, the dementia patients weren't fed or was their hygiene looked after.

-Has any of the above allegations been brought to the Canterbury District Health Board's attention?

-Has the CDHB received any official complaints over the well-being and treatment of residents at Rosewood following the number of cases testing positive for Covid-19?

-Will the CDHB investigate any of these complaints or carry out any investigations in relation to these allegations?

-Did staff at Rosewood have sufficient protection equipment available to them to cope with patients with Covid-19?

Cheers
Alex

Alex Taylor
Senior Media Advisor
Canterbury and West Coast District Health Boards
T: 03 364 4122 or ext: 62122 | M: 027 567 5343
Level 1, Corporate Office, 32 Oxford Terrace, Christchurch

RELEASED UNDER THE OFFICIAL INFORMATION ACT

From: Richard Scrase
Sent: Monday, 6 April 2020 4:30 p.m.
To: Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>
Cc: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Subject: Re: FURTHER MEDIA ENQUIRY FW: Rosewood

The no hot water is in the laundry only but needs to be addressed still as plumber left

Sent from my Samsung Galaxy smartphone.

-------- Original message --------
From: Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>
Date: 6/04/2020 4:22 pm (GMT+12:00)
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>, "ECC Controller (CDHB)" <ECCControllerCDHB@cdhb.health.nz>, David Meates <David.Meates@cdhb.health.nz>, Mardi Postill <Mardi.Postill@cdhb.health.nz>, Richard Scrase <Richard.Scrase@cdhb.health.nz>
Cc: "Alex Taylor (Communications)" <Alex.Taylor2@cdhb.health.nz>
Subject: RE: FURTHER MEDIA ENQUIRY FW: Rosewood

I will send you a high level plan shortly that will answer some of these questions and then respond more thoroughly below. I am trying to review the plan for Dan and then send through to both Mary and David first for review.

Becs

From: Karalyn van Deursen
Sent: Monday, 6 April 2020 4:06 PM
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Richard Scrase <Richard.Scrase@cdhb.health.nz>
Cc: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Subject: FW: FURTHER MEDIA ENQUIRY FW: Rosewood

Hi Mardi, Richard and Becky – please see the query below – can you advise on an appropriate response.

On an earlier internal email thread there was some mention of no hot water this morning.

Happy to discuss.

kvd

From: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Sent: Monday, 6 April 2020 3:25 p.m.
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: FURTHER MEDIA ENQUIRY FW: Rosewood

Do you have some general approved info to answer this?

s 9(2)(a)
From [redacted]
Sent: Monday, 6 April 2020 3:19 p.m.
To: Communications <Communications@cdhb.health.nz>
Subject: Rosewood

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Allegedly, none of the staff showed up for work, the dementia patients weren't fed or was their hygiene looked after.

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-Will the CDHB investigate any of these complaints or carry out any investigations in relation to these allegations?

-If it is confirmed staff at Rosewood Rest Home and Hospital abandoned their patients – how many days did this go on for before action was taken and twenty Rosewood patients were moved to Burwood Hospital as announced today?

Kind regards,

s 9(2)(a) [redacted]

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Rochelle Audeau

From: Alex Taylor (Communications)
Sent: Tuesday, 7 April 2020 9:49 AM
To: ECC Controller (CDHB)
Cc: Karalyn van Deursen; Mardi Postill; Becky Hickmott
Subject: FOR APPROVAL FW: Rosewood

Categories: Decision Made

Thanks Dan – happy to approve this final then?

To be attributed to Dan Coward, DHB Incident Controller, Canterbury DHB:

Canterbury DHB was alerted to the fact that a resident at Rosewood rest home had tested positive for COVID-19 on Friday night.

Support was given immediately to the manager and nursing staff within the facility by the DHB's senior nursing and medical staff, and the DHB's Emergency Coordination Centre was notified to help support the facility's staffing. Staffing was covered for the two following shifts and additional PPE supplies were also sent to the facility to ensure they were well stocked and supported. DHB staff also worked throughout the weekend to further support the residents and staff.

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ENDS

From: Dan Coward **On Behalf Of** ECC Controller (CDHB)
Sent: Tuesday, 7 April 2020 9:46 a.m.
To: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Subject: FW: DRAFT RESPONSE FOR REVIEW FW: Rosewood

Forgot to add you

From: Dan Coward **On Behalf Of** ECC Controller (CDHB)
Sent: Tuesday, 7 April 2020 9:45 a.m.
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: RE: DRAFT RESPONSE FOR REVIEW FW: Rosewood

I believe so as staffing began for the Saturday and requests for additional resources.

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From: Karalyn van Deursen
Sent: Tuesday, 7 April 2020 9:05 a.m.
To: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>; Greta Bond <Greta.Bond@cdhb.health.nz>; Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Richard Scrase <Richard.Scrase@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>
Subject: RE: DRAFT RESPONSE FOR REVIEW FW: Rosewood

Was it on Friday night?

From: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Sent: Tuesday, 7 April 2020 8:57 a.m.
To: Greta Bond <Greta.Bond@cdhb.health.nz>; Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Richard Scrase <Richard.Scrase@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>
Subject: RE: DRAFT RESPONSE FOR REVIEW FW: Rosewood

Thanks Greta. Have updated below and made IP&C comment more general Becky. Is this ok?

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Planning and Funding
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Christchurch
PO Box 1600
s 9(2)(a) [redacted] ✉greta.bond@cdhb.health.nz

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Sent: Tuesday, 7 April 2020 8:14 a.m.
To: Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Richard Scrase <Richard.Scrase@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; Greta Bond <Greta.Bond@cdhb.health.nz>
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Alex

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To: Richard Scrase <Richard.Scrase@cdhb.health.nz>; Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>;

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David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>
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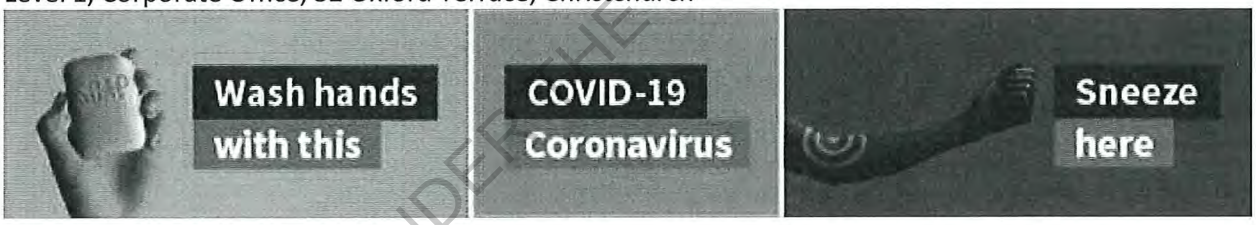

From: Richard Scrase
Sent: Monday, 6 April 2020 4:30 p.m.
To: Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>
Cc: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Subject: Re: FURTHER MEDIA ENQUIRY FW: Rosewood

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-------- Original message --------
From: Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>

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Date: 6/04/2020 4:22 pm (GMT+12:00)
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>, "ECC Controller (CDHB)" <ECCControllerCDHB@cdhb.health.nz>, David Meates <David.Meates@cdhb.health.nz>, Mardi Postill <Mardi.Postill@cdhb.health.nz>, Richard Scrase <Richard.Scrase@cdhb.health.nz>
Cc: "Alex Taylor (Communications)" <Alex.Taylor2@cdhb.health.nz>
Subject: RE: FURTHER MEDIA ENQUIRY FW: Rosewood

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Cc: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Subject: FW: FURTHER MEDIA ENQUIRY FW: Rosewood

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Subject: FURTHER MEDIA ENQUIRY FW: Rosewood

Do you have some general approved info to answer this?

s 9(2)(a)
From [redacted]
Sent: Monday, 6 April 2020 3:19 p.m.
To: Communications <Communications@cdhb.health.nz>
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Kind regards,

s 9(2)(a)

[redacted]

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Rochelle Audeau

From: Kylie Harpur on behalf of Dan Coward
Sent: Tuesday, 7 April 2020 10:27 AM
To: ECC Controller (CDHB)
Subject: FW: Plan for Set up of Ward GG and Transfer of Rosewood Dementia Care Patients
Attachments: Ward GG surgical to secure EOC progress log.docx

Categories: Completed

From: Sally Nicholas
Sent: Monday, 6 April 2020 9:33 p.m.
To: ECC Planning (CDHB) <ECCPlanningCDHB@cdhb.health.nz>; ECC Logistics (CDHB) <ECCLogisticsCDHB@cdhb.health.nz>
Cc: EOC Burwood Hospital OPH&R <EOCBHOPH&R@cdhb.health.nz>; Dan Coward <Dan.Coward@cdhb.health.nz>
Subject: Plan for Set up of Ward GG and Transfer of Rosewood Dementia Care Patients

Kia ora

As requested details of our planning which we undertook last night and today to open Ward GG and transfer patients across today.

Patients have all transferred across and Ward is staffed.

Any questions please let us know tomorrow morning 😊

Nga mihi nui
Sally

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Ward GG – surgical ward to secure ward: EOC progress log

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Date	Issue	Work done	By who	Completed by
06/04/2020	Transport via St Johns	Arriving at rest home from 1030 hours 2 ambulances', 1 shuttle	St Johns	06/04
	ARC Resident Transfer Coordination	• Identification of patients • Care plans • EPOA • Resus status • Medication list and medication • Next of kin details	Richard Scrase	06/04
	Residents Note File/Folders	• Residents note files sourced from within Burwood	[redacted] s 9(2)(a)	06/04
	ARC Resident Receiving Coordination	Coordinating receiving residents to Ward GG [redacted] s 9(2)(a) to provide staff to assist in receiving patients and ward preparation		06/04
	Ward GG Preparation	Removal of all non-required equipment and furniture		06/04
	Ward Layout	Review and plan • what areas of Ward GG would be used from a clinical perspective • use ward FG (vacant) as a green space for staff		06/04
	Maintenance and Engineering	• Team allocated to remove identified hazards • Securing entrances and exits • Identified in conjunction with IP&C, red & green zones and flow within ward • Plans for staff break areas, showers, change areas within Ward FG environment		06/04

Date	Issue	Work done	By who	Completed by
	Personal Protective Equipment (PPE)	• Additional arrived on site AM from IP&C • Training/practice for staff AM • Further training for PM staff from DNM	IP&C and DNM	
	Staffing	• Agreed 12 hours shifts 0700 to 1900 hours • [redacted] (CNM Operations) supporting staffing roster plan • Cost centre use Ward GG current code 0347 and note as Pandemic COVID 19 Coding.	[redacted]	
	Microster	• Develop sub-roster for new ward environment within Ward GG	[redacted]	7/4
	Communications	Family comms managed by Planning and Funding and includes • No visitors • Family communication as per Burwood Plan Burwood OPH&R Communication to all staff notifying them of the transfer of patients (emailed am 6/4) External comms – Comms team	P&F	6/4 7/4
	Food Services	Meals ordered to support the move (emailed Sunday pm to Support services Team). Details of meal requirements to be confirmed for patients once dietary residents' dietary requirements have been confirmed by Clinical Team. • IP&C oversight • All cutlery and crockery disposable	IP&C	06/04

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Date	Issue	Work done	By who	Completed by
	Cleaning	Email to [redacted] s 9(2)(a) & Rachel Cadle (Sunday 5/4). • Clean around shift handover times, to be worked through details. • Dedicated cleaner	[redacted] s 9(2)(a)	Ongoing
	Linen/Laundry	IP&C to contact and liaise with laundry	IP&C	
	Medical Oversight	Discussion 11.30am wit[redacted] s 9(2)(a) Planning and Funding, [redacted] s 9(2)(a) Williams • Agreed that residents stay under the care of the GP • Initial prescribing agreed by RMO's via Medchart • RMO's support offered and number provided • Agreed resuscitation plan if not in place will be escalated, GP to review • Agreed GP notes on their system to continue and faxed to Ward GG for visibility • Discussed Radiology and Phlebotomy access plans • Checked GP back-up (partner in practice) • Telehealth: agreed Zoom platform if required • OPMH Consultant details for support provided • MedChart as medication platform due to nursing staff's familiarity with the system and minimise the risk of medication errors. • GP access to MedChart escalated to ISG via ECC Logistics • Awaiting form from GP for Medchart access	Attendees listed	
	Environmental Restraint	Escalated to ECC for Sue Nightingale's approval to secure Ward GG for the safety of residents. EOC received confirmation for environmental restraint	Sue Nightingale	Email confirmation received 06/04

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Ward GG – surgical ward to secure ward: EOC progress log

Date	Issue	Work done	By who	Completed by
	Radiology	s 9(2)(a) [redacted] eeking portable X-ray machine and speaking to team, discussed with s 9(2)(a) [redacted]	s 9(2)(a) [redacted]	
	Phlebotomy	Blood testing required for residents relocated to ward GG	Nurses on the ward	
	Pharmacy	s 9(2)(a) [redacted] removing medication other than needed. Agreed to use Blister packs which patients came with and if changes pharmacy will dispense all medication for patient s 9(2)(a) [redacted] will liaise with community pharmacy.	s 9(2)(a) [redacted]	6/4
	SIPICS	s 9(2)(a) [redacted]	Vicki/Nathan/Jason	
	Note: Other	• ECC escalation regarding postponing non-deferrable surgery at Burwood for the period of occupancy • Site-wide review of staff completion of Health Learn and follow-up by Managers	ECC Controller s 9(2)(a) [redacted]	ongoing

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Rochelle Audeau

From: Kylie Harpur on behalf of Dan Coward
Sent: Tuesday, 7 April 2020 10:27 AM
To: ECC Controller (CDHB)
Subject: FW: OPH&R plan to support Rosewood facility
Attachments: OPH&R options for possible second decant of 20 residents v1.docx

Categories: Completed

From: Jo Lilley
Sent: Monday, 6 April 2020 9:22 p.m.
To: ECC Planning (CDHB) <ECCPlanningCDHB@cdhb.health.nz>
Cc: EOC Burwood Hospital OPH&R <EOCBHOPH&R@cdhb.health.nz>; Dan Coward <Dan.Coward@cdhb.health.nz>
Subject: OPH&R plan to support Rosewood facility

Dear ECC Planning

Please find attached the OPH&R plan as requested from the ECC Controller earlier today. This is our plan as of 9.20pm this evening. Any thoughts and feedback, please let us know in the morning.

Kind regards

Jo

Burwood EOC

Jo Lilley
Quality Manager: Burwood Hospital
Quality and Patie[redacted] Health & Rehabilitation
Ext 99746 Mobil[redacted]
E: Jo.Lilley@cdhb.health.nz
Burwood Hospital, Private Bag 4708, Christchurch 8140
General hours of work – 0730 – 1600 hours Monday to Friday

s 9(2)(a)

Values – Ā Mātou Uara Care and respect for others - Manaaki me te whakaute i te tangata | Integrity in all we do - Hāpai i ā mātou mahi katoa i runga i te pono | Responsibility for outcomes - Te Takohanga i ngā hua..

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OPH&R options and plan for possible second decant of residents from the rest home

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Option 1 – Support ECC staffing team to secure staff to assist in caring for the residents in the rest home

Option 2 – Use of Ward FG

Our concerns about this option:

- Parts of the ward used as green space for Ward GG for IP&C, and the welfare of staff
- No clinical equipment
- Logistics and time to secure 20 beds and lockers, computers, and clinical equipment to prepare the ward to be fit for purpose

Option 3 – Decant Ward C2 patients across OPH&R wards: Secure Ward C2 for residents, and D2 as a green zone (if required depending on IP&C advice). Plan below. Note: This plan would reduce the OPH inpatient capacity available for transfer from Christchurch Hospital, and OPH community admissions.

Date	Issue	Work required	By whom	Completed by
	Transport via St Johns	2 ambulances', 1 shuttle	St Johns	
	ARC Resident Transfer Coordination	• Identification of patients • Care plans • EPOA • Resus status • Medication list and medication • Next of kin details	TBC	
	Residents Note File/Folders	• Residents note files sourced from within Burwood		
	ARC Resident Receiving Coordination	Coordinating receiving residents to Ward C2 [redacted] s 9(2)(a) to provide staff to assist in receiving patients and ward preparation	CNM	
	Ward C2 Preparation	• Transfer patients to other OPH wards • Communication with families	CNM, ND	
	Maintenance / Security	• Securing entrances and exits	M&E and Security	

Date	Issue	Work required	By whom	Completed by
	Staffing	• Review C2 roster, include potential for increased close observation • Cost centre use Ward C2 current code and utilise pandemic/ Covid codes	CNM & ND	
	Communications	Family comms managed by Planning and Funding and includes • No visitors • Family communication as per Burwood Plan Burwood OPH&R communication to all staff External comms – Comms Team	P&F	
	Food Services	• BAU	Wellfood	
	Cleaning	• BAU	Cleaning Team	
	Linen/Laundry	• BAU	Laundry	
	Medical Oversight	Requires discussion wit[redacted] s 9(2)(a) • To confirm whether residents stay under the care of the GP • Initial prescribing could be done by RMOs via MedChart • RMO's support will be offered • Resuscitation plan if not in place will be escalated, GP to review • GP notes on their system to continue and faxed to Ward C2 for visibility? • Discussed Radiology and Phlebotomy access plans • Check GP back-up (partner in practice)		

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Date	Issue	Work required	By whom	Completed by
		• Telehealth: zoom platform if required • OPMH Consultant details for support • MedChart as medication platform due to nursing staff's familiarity with the system and minimise the risk of medication errors. • GP access to MedChart escalated via ISG to ECC Logistics • Awaiting form from GP for MedChart access		
	Environmental Restraint	Would require approval from CMO	CMO Delegate	
	Radiology	• BAU process potentially via GP		
	Phlebotomy	• BAU process potentially via GP		
	Pharmacy	Requires discussion with pharmacy	[redacted] s 9(2)(a)	
	SIPICS	Potentiall[redacted] s 9(2)(a) as responsible clinician and code D30		

Please note, this plan is on the basis that these patients are all "green" and not requiring enhanced droplet precautions.

Rochelle Audeau

From: Alex Taylor (Communications)
Sent: Tuesday, 7 April 2020 11:06 AM
To: ECC Controller (CDHB); Mardi Postill; David Meates; Sarah Berger; Becky Hickmott
Cc: Karalyn van Deursen
Subject: MEDIA ENQUIRY FW: Update and IV with David Meates.

Importance: High

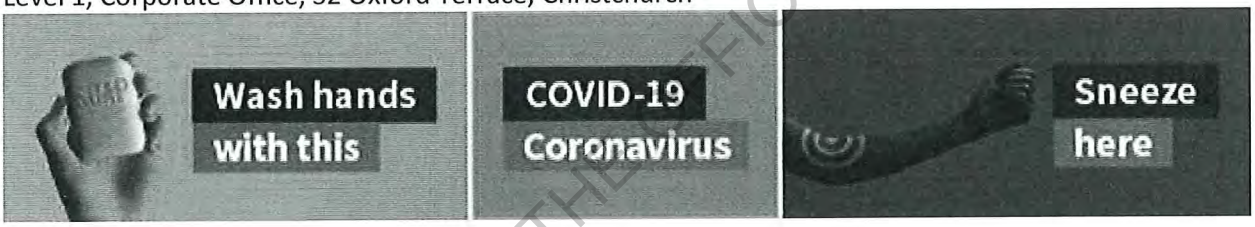
Categories: Completed

Hi all,

An enquiry re the steps taken at Burwood below for you. Any comment appreciated pls?

Cheers
Alex

Alex Taylor
Senior Media Advisor
Canterbury and West Coast District Health Boards
T: 03 364 4122 or ext: 62122 | M: 027 567 5343
Level 1, Corporate Office, 32 Oxford Terrace, Christchurch



s 9(2)(a)
From [redacted]
Sent: Tuesday, 7 April 2020 11:03 a.m.
To: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Subject: RE: Update and IV with David Meates.

Hey Alex,
Sorry for bombarding you.
Disregard my last email, we would just love to know **what steps Burwood Hospital is taking to ensure it protects its staff and residents?**
Understand you're under the pump but a reply on this before midday would be amazing.

Thanks so much,
s 9(2)(a)
[redacted]

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s 9(2)(a) [redacted]

From: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Sent: Tuesday, 7 April 2020 10:09 AM
To: s 9(2)(a) [redacted]
Subject: RE: Update and IV with David Meates.

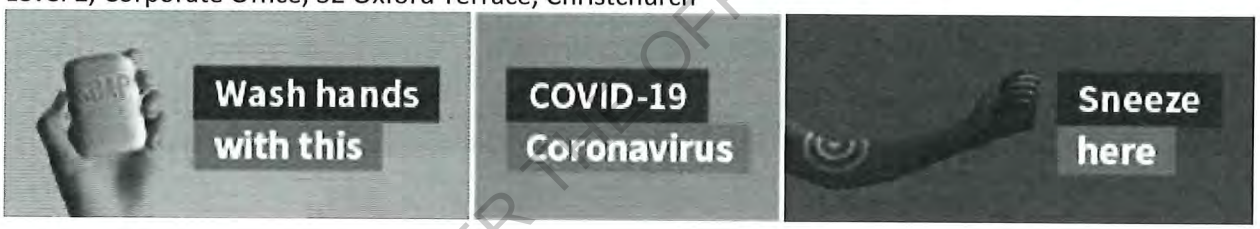
Hi s 9(2)(a) [redacted]

Sorry s 9(2)(a) [redacted] I'm v confused, he told me s 9(2)(a) [redacted] was following this and to CC her if David became available/there was any new info. I'll still do this.

But just to reiterate – the media release yesterday contains all of the up to date information and we have no new info this morning.

Cheers
Alex

Alex Taylor
Senior Media Advisor
Canterbury and West Coast District Health Boards
T: 03 364 4122 or ext: 62122 | M: 027 567 5343
Level 1, Corporate Office, 32 Oxford Terrace, Christchurch



s 9(2)(a) [redacted]
From: [redacted]
Sent: Tuesday, 7 April 2020 10:06 a.m.
To: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Subject: FW: Update and IV with David Meates.

Hey Alex!
s 9(2)(a) [redacted] has just forwarded this onto me- I'm doing a midday live so even just a couple of lines from David before then would be amazing!
Understand you are under the pump though 😊

s 9(2)(a) [redacted]

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s 9(2)(a) [redacted]

From s 9(2)(a) [redacted]
Sent: Tuesday, 7 April 2020 10:02 AM
To: s 9(2)(a) [redacted]
Subject: FW: Update and IV with David Meates.

s 9(2)(a) [redacted]

From: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Sent: Tuesday, 7 April 2020 9:03 a.m.
T s 9(2)(a) [redacted]
Subject: RE: Update and IV with David Meates.

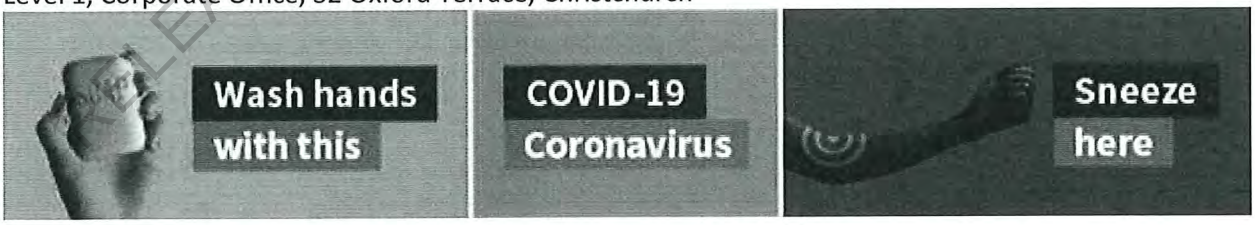
s 9(2)(a) [redacted]

H

We have no new information to provide re this. But will check to see if David have some time to reiterate the points from yesterday although I'm not sure how useful this is a day on.

Cheers
Alex

Alex Taylor
Senior Media Advisor
Canterbury and West Coast District Health Boards
T: 03 364 4122 or ext: 62122 | M: 027 567 5343
Level 1, Corporate Office, 32 Oxford Terrace, Christchurch



From s 9(2)(a) [redacted]
Sent: Tuesday, 7 April 2020 8:31 a.m.
To: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Subject: Update and IV with David Meates.

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Hi Alex,
Just enquiring as to whether there'll be an update later today on the Rosewood Rest home Cluster and expressing our interest in please interviewing Mr Meates when he has some time?
Many thanks. I'll keep a closer look on phone and this email today.

s 9(2)(a)

[redacted]

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Rochelle Audeau

From: Kirsten Erickson (nee Joyce) on behalf of ECC Covid Staffing
Sent: Tuesday, 7 April 2020 11:20 AM
To: Janette Dallas
Cc: ECC Controller (CDHB)
Subject: FW: Ali's Home Healthcare Feed Forward

Importance: High

Categories: Completed

Hi Dan

Janette will answer this but just an FYI re the feedback we are getting.

Regards
Kirsten
ECC staffing

s 9(2)(a)
From [redacted]@alishomehealthcare.co.nz>
Sent: Tuesday, 7 April 2020 11:15 a.m.
To: ECC Covid Staffing <ECCCovidStaffing@cdhb.health.nz>
Subject: Ali's Home Healthcare Feed Forward
Importance: High

Good morning,

This was received from our most senior staff member who has many years in the Aged Care environment.

On arriving at Rosewood we were told that the only PPE we needed to use was mask, gloves, and hand sanitiser and you could change mask every 2hrs or so if you want.
There was no hand over from the day shift the only thing that they did say was that it wasn't 20 resident's that had covid from the D unit it was only 5 and that all 20 had all gone to Burwood due to no staffing and that they had all been in close contact with each other and that was the only reason why.
They didn't tell us that some staff that worked in the D unit also worked in the hospital, That information came from the staff member that we had on shift.

In the hospital side we had one Rosewoods care giver on shift who received a call from 9(2)(a) doctor and was told 9(2)(a) wasn't to go back that 9(2)(a) shouldn't have been there 9(2)(a) stayed for the full shift without 9(2)(a) we would have been completely blind 9(2)(a) was able to give some direction with what was needed with food drinks cares for the resident's their wasn't anything written for us to follow so thank goodness 9(2)(a) was there.

They had been using full PPE as they were still in buckets in their rooms used.
There were 2 people there from the DHB I asked why we didn't receive full PPE and he said that infection control came in and said it wasn't necessary to use full PPE just use mask, gloves, and hand sanitiser.

There were mask gloves polythene apron outside 3 resident's rooms that were in Isolation and gloves on a rail down one side of the hallway they too were one size fits all (Med)
The place wasn't clean there was dirty washing and incontinence nappies left on floors in some resident's bathrooms, Chairs in the dining room had food on them floors needed a vacuum.

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I washed all rails down the hallway and all door handles to all rooms. I washed down tables and the chairs in the lounge and dining room.
Clients only had one size incontinence nappies XXLGE which didn't fit all as they were way to big which leaked meaning beds had to be changed making extra unnecessary contacted with resident's and washing sheets.
Some pull-ups and incontinence nappies 3XL were dropped at the front door about 8.30pm.
We didn't receive the resident's tea until about 6pm which the 2 DHB people found meals had been put in the cooler outside which was locked we weren't told its was even in there. The guy from the DHB found the key and the 2 of them heated all the meals for us.

I received a call from the carer from the rest home side 9(2)(a) [redacted] was a Rosewoods care giver I asked how it was over there 9(2)(a) [redacted] said 9(2)(a) [redacted] was the only one for 24 resident's to do all cares and medications 9(2)(a) [redacted] said there was one other carer there sitting to special a resident at high risk this was our 9(2)(a) [redacted] and 9(2)(a) [redacted] wasn't able to help 9(2)(a) [redacted] due to this.
I went to the DHB lady and asked if they were the ones arranging the staff she said yes I explained what was happening at the rest home they then arranged another person to come help 9(2)(a) [redacted]

The Registered Nurse we had was from Out of Scope [redacted] and was completely in the dark took 9(2)(a) [redacted] over 2hrs to find the medications 9(2)(a) [redacted] never even had a break I helped take the resident's temperatures of 9(2)(a) [redacted]

The phones rung none stop we weren't even told how to transfer calls to the portable ph. so families could talk to the resident's some were very concerned as they had heard it on the news and wanted to talk to them to be reassured that they were ok.

There needs to be something written on all resident's as to their needs eg Food normal or sort what they drink tea, coffee, milo, weather it is thickened or normal do they use a straw? this is very important for staff that have never cared for these resident's before and for the health and safety of that resident.
There should be a task list for all shifts so everything is kept running for the health and safety of all the resident's at Rosewood.
Where to take the rubbish at the end of each shift where to find the replacement rubbish bags.

s 9(2)(a) [redacted]

Ali's Home Healthcare

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Rochelle Audeau

From: Mardi Postill
Sent: Tuesday, 7 April 2020 11:28 AM
To: Karalyn van Deursen
Cc: ECC Controller (CDHB); ECC Intelligence (CDHB); Becky Hickmott; Ramon Pink; Matthew Reid; David Meates
Subject: Re: Urgent request - update for Ashley B & Jacinda re Rosewood and the 20 residents at Burwood.

Categories: Completed

In regards to Remaining 44 residents

The residents are divided into two distinct areas/bubbles to ensure IPC guidelines and protocols Are maintained

We continue to work across our health system to secure sustainable staffing for the next 2 weeks while the usual staffing are in isolation.

M

Mardi Postill
Team Leader, OPH, Planning & Funding
Canterbury and West Coast DHB
9(2)(a) [redacted]

On 7/04/2020, at 10:56 AM, Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz> wrote:

Hi all

I've had a request for an update for today's 1pm briefing can someone please provide a couple of lines re how the residents are doing at Burwood?
+ what is the plan for the remaining 44 at Rosewood?
-have we secured sustainable staffing?

Happy to be directed to one person to provide most of this info – who is the best person across both sites?

Ramon/Matt

Any change to case numbers?

Ngā mihi

Karalyn van Deursen
Executive Director Communications
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch

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T: +64 3 364 4103 or ext. 62103| M: 027 531 4796

Values – *A matou uara*
Care and respect for others – *Manaaki me te kotua i etahi*
Integrity in all we do – *Hapai i a matou mahi*
Responsibility for outcomes – *Kaiwhakarite i ka hua*

<image001.png>

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Rochelle Audeau

From: Euna Sahng
Sent: Tuesday, 7 April 2020 1:20 PM
To: Alan Pithie; Anja Werno; Annalie Shears; Cheryl Brunton; CPHOps; David Meates; David Murdoch; Euna Sahng; Joshua Freeman; Kirsten Beynon; Mark Birch; Meik Dilcher; Michael Harrington; Rachel Patel; Ramon Pink; Rodger Linton; Rosemary Ikram; Sarah Metcalf; Simon Dalton; Sue Nightingale
Subject: 7/4/20 - COVID19 - 5 x further positives from Canterbury
Attachments:

Hi everyone

5 positives from our morning runs as below. 2 linked to Rosewood rest home. 1 family contact. 2 not entirely certain based on lab requests.

CDHB						
Date notified to CDH	Name	NHI	DOB	Delphic #	E-Gene Screening assay result	Comments

s 9(2)(a)

[redacted]

Cheers

Euna Sahng
Microbiology Registrar
Canterbury Health Laboratories
Ph: 03 364 0640 ext 86367

Canterbury Health Laboratories
www.chl.co.nz | 0800THELAB
Address: Corner of Hagley Avenue & Tuam Street
PO Box 151, Christchurch, New Zealand
labnet
Canterbury District Health Board

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Rochelle Audeau

From: Euna Sahng
Sent: Tuesday, 7 April 2020 1:20 PM
To: Alan Pithie; Anja Werno; Annalie Shears; Cheryl Brunton; CPHOps; David Meates; David Murdoch; Euna Sahng; Joshua Freeman; Kirsten Beynon; Mark Birch; Meik Dilcher; Michael Harrington; Rachel Patel; Ramon Pink; Rodger Linton; Rosemary Ikram; Sarah Metcalf; Simon Dalton; Sue Nightingale
Subject: 7/4/20 - COVID19 - 5 x further positives from Canterbury
Attachments: FORD GLU3718.png; KAAL HUE5749.png; MCKELVIE LYP9211.png; ASGEDOM VBJ3213.png; BOLSOVER GBV5391.png

Hi everyone

5 positives from our morning runs as below. 2 linked to Rosewood rest home. 1 family contact. 2 not entirely certain based on lab requests.

CDHB						
Date notified to CDH	Name	NHI	DOB	Delphic #	E-Gene Screening assay result	Comments

s 9(2)(a)

[redacted]

Cheers

Euna Sahng
Microbiology Registrar
Canterbury Health Laboratories
Ph: 03 364 0640 ext 86367

Canterbury Health Laboratories
www.chl.co.nz | 0800THELAB
Address: Corner of Hagley Avenue & Tuam Street
PO Box 151, Christchurch, New Zealand
labnet
Canterbury District Health Board

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Rochelle Audeau

From: Sally Nicholas
Sent: Tuesday, 7 April 2020 2:22 PM
To: Alex Taylor (Communications); ECC Controller (CDHB)
Cc: EOC Burwood Hospital OPH&R; Karalyn van Deursen
Subject: RE: MEDIA ENQUIRY FW: Update and IV with David Meates.

Categories: Completed

Alex

This is a very generic response for the Burwood Hospital Site:

Burwood Hospital continues to adhere to all Ministry of Health and Internal Infection Prevention and Control guidelines to protect staff and patients. We continue to have sufficient availability and supplies of relevant Person Protection Equipment (PPE)

More specific response from our IP&C Team if they really want information about Rosewood Patients:

Burwood staff members who are working on the ward with residents of Rosewood Aged Residential Care facilities have been provided with an ongoing supply of appropriate personal protective equipment.

There has been intensive Infection Prevention and Control training and support including provision of a secure facility with workflows which ensure safe transition of staff in and out of the ward, as well as provision of scrubs and showering facilities.

Within the ward, residents are enjoying a patient lounge and walks in a secure courtyard. There are sufficient supplies of patient care items. Staff are continuing to change gloves and perform hand hygiene between patients as per usual infection control practice.

The ward which has the Rosewood residents insitu is geographically isolated from other Burwood Hospital wards, with increased levels of cleaning in surrounding corridors.

Will leave you to decide and wordsmith appropriately

Kind Regards
Sally EOC

Out of Scope

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Out of Scope

[redacted]

From: Dan Coward **On Behalf Of** ECC Controller (CDHB)
Sent: Tuesday, 7 April 2020 11:54 a.m.
To: EOC Burwood Hospital OPH&R <EOCBHOPH&R@cdhb.health.nz>
Subject: FW: MEDIA ENQUIRY FW: Update and IV with David Meates.
Importance: High

Hi can you please provide bullet points steps being taken to protect staff at Burwood, respond direct to Alex and cc ECC Controller in please

Thanks

Dan

From: Alex Taylor (Communications)
Sent: Tuesday, 7 April 2020 11:06 a.m.
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Sarah Berger <Sarah.Berger@cdhb.health.nz>; Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>
Cc: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: MEDIA ENQUIRY FW: Update and IV with David Meates.
Importance: High

Hi all,

An enquiry re the steps taken at Burwood below for you. Any comment appreciated pls?

Cheers
Alex

Alex Taylor
Senior Media Advisor
Canterbury and West Coast District Health Boards
T: 03 364 4122 or ext: 62122 | M: 027 567 5343
Level 1, Corporate Office, 32 Oxford Terrace, Christchurch

s 9(2)(a)

From [redacted]
Sent [redacted]

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To: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Subject: RE: Update and IV with David Meates.

Hey Alex,
Sorry for bombarding you.
Disregard my last email, we would just love to know **what steps Burwood Hospital is taking to ensure it protects its staff and residents?**
Understand you're under the pump but a reply on this before midday would be amazing.

Thanks so much,

s 9(2)(a) [redacted]

From: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Sent: Tuesday, 7 April 2020 10:09 AM
T[redacted] s 9(2)(a)
Subject: RE: Update and IV with David Meates.

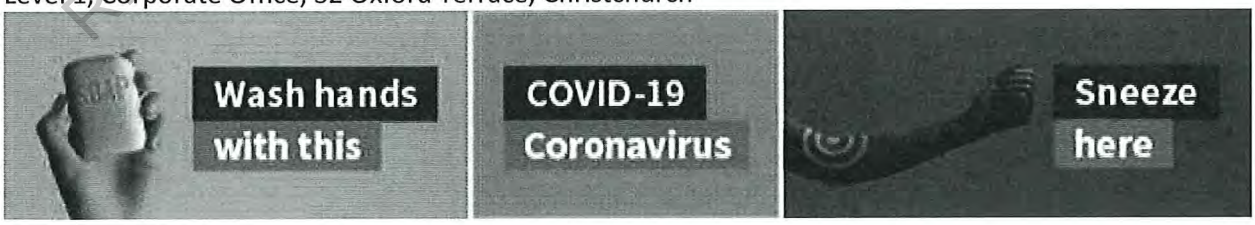
H[redacted] s 9(2)(a)

Sorr[redacted] s 9(2)(a) 'm v confused, he told me [redacted] s 9(2)(a) was following this and to CC her if David became available/there was any new info. I'll still do this.

But just to reiterate – the media release yesterday contains all of the up to date information and we have no new info this morning.

Cheers
Alex

Alex Taylor
Senior Media Advisor
Canterbury and West Coast District Health Boards
T: 03 364 4122 or ext: 62122 | M: 027 567 5343
Level 1, Corporate Office, 32 Oxford Terrace, Christchurch



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s 9(2)(a) [redacted]

From [redacted]
Sent: Tuesday, 7 April 2020 10:06 a.m.
To: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Subject: FW: Update and IV with David Meates.

Hey Alex!
s 9(2)(a) [redacted] as just forwarded this onto me- I'm doing a midday live so even just a couple of lines from David before then would be amazing!
Understand you are under the pump though 😊

s 9(2)(a) [redacted]

s 9(2)(a) [redacted]

From: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Sent: Tuesday, 7 April 2020 9:03 a.m.
s 9(2)(a) [redacted]
To [redacted]
Subject: RE: Update and IV with David Meates.

s 9(2)(a) [redacted]
H[redacted]

We have no new information to provide re this. But will check to see if David have some time to reiterate the points from yesterday although I'm not sure how useful this is a day on.

Cheers
Alex

Alex Taylor
Senior Media Advisor

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Canterbury and West Coast District Health Boards
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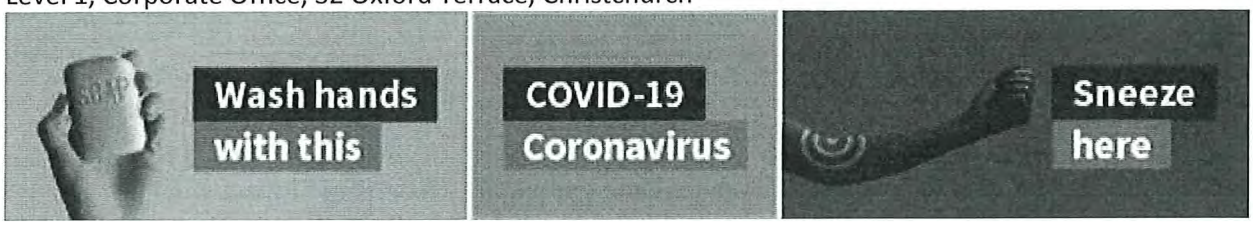

s 9(2)(a)
From [redacted]
Sent: Tuesday, 7 April 2020 8:31 a.m.
To: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>
Subject: Update and IV with David Meates.

Hi Alex,
Just enquiring as to whether there'll be an update later today on the Rosewood Rest home Cluster and expressing our interest in please interviewing Mr Meates when he has some time?
Many thanks. I'll keep a closer look on phone and this email today.

s 9(2)(a)
[redacted]

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Rochelle Audeau

From: Mick O'Donnell on behalf of Internal Email
Sent: Tuesday, 7 April 2020 4:14 PM
To: Internal Email
Subject: Canterbury hospitals status on 7 April is ORANGE

Canterbury hospitals status: ORANGE

Sent on behalf of Dan Coward, Incident Controller, Emergency Coordination Centre, Canterbury DHB

The status colour of our hospital services as per the National Response Framework is **ORANGE**.

The number of COVID-19 cases (confirmed or probable) in Canterbury to date is **99** as per the Ministry of Health website current cases page.

There is currently **no-one*** with confirmed COVID-19 being treated in Christchurch Hospital.

The 20 residents relocated from Rosewood to Burwood Hospital yesterday are currently in isolation.

Please forward to any contractors who work in your team.

*Note there may be a time-lag between admission and the reporting of cases.
Please forward to any contractors who work in your team

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Rochelle Audeau

From: Karalyn van Deursen
Sent: Tuesday, 7 April 2020 6:20 PM
To: Carolyn Gullery; David Meates; Debra Parker; Dee Mccarthy; Evon Currie; Hector Matthews; Jacqui Lunday Johnstone; Jayne Stephenson; Jenna Manahi; Julie Jones; Justine White; Karalyn van Deursen; Kay Jenkins; Mary Gordon (Executive Director of Nursing); Mary Howell; Michael Frampton; Regan Nolan; Rochelle Audeau; Sarah Connell; Stella Ward; Sue Nightingale; Susan Fitzmaurice; Barbara Wilson; Bernice Marra; Dan Coward; Kirsten Beynon; Pauline Clark; Win McDonald
Subject: FYI: Canterbury DHB Media Heads Up - Tuesday 7 April 2020
Attachments: Canterbury DHB CEO Update - Monday 6 April 2020.pdf

Out of Scope

[redacted]

Out of Scope

[redacted]

Out of Scope

[redacted]

To be attributed to Dan Coward, DHB Incident Controller, Canterbury DHB:

Canterbury DHB was alerted to the fact that a resident at Rosewood rest home had tested positive for COVID-19 on Friday night.

Support was given immediately to the manager and nursing staff within the facility by the DHB's senior nursing and medical staff, and the DHB's Emergency Coordination Centre was notified to help support the facility's staffing. Staffing was covered for the two following shifts and additional PPE supplies were also sent to the facility to ensure they were well stocked and supported. DHB staff also worked throughout the weekend to further support the residents and staff.

The staff involved with the care of the resident who tested positive for COVID-19 stopped work and immediately went into self-isolation, due to being a close contact with the resident. All of these staff were replaced and this enabled the DHB to safely care for all remaining residents.

No official complaints have been received by the DHB regarding the care provided to residents at Rosewood.

The DHB will complete a review of all systems and processes that were in place at the facility as part of our normal debriefing process as soon as this facility is able to function again without the support of the DHB

Full PPE gear for patients with COVID-19 was sent out to the facility when the alert came out that a resident had tested positive. All staff were briefed and sent resources on how to best utilise the PPE. In addition, Canterbury DHB's Infection, Prevention and Control staff have been providing further guidance to the facility since Friday.

ENDS

Ngā mihi

Karalyn van Deursen
Executive Director Communications

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Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
T: +64 3 364 4103 or ext. 62103| M: 027 531 4796

Values – *A matou uara*
Care and respect for others – *Manaaki me te kotua i etahi*
Integrity in all we do – *Hapai i a matou mahi*
Responsibility for outcomes – *Kaiwhakarite i ka hua*

Unite against COVID-19

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Rochelle Audeau

From:	Jan Van der heyden
Sent:	Wednesday, 8 April 2020 8:29 AM
To:	ECC Operations (CDHB); ECC Logistics (CDHB); ECC Planning (CDHB); ECC Covid Staffing; ECC Welfare (CDHB); Mark Lewis (People & Capability); Rachel Cadle; ECC Controller (CDHB)
Subject:	Rosewood workstream
Attachments:	ECC Rosewood work stream.docx
Categories:	Completed

ECC Rosewood workstream document now in Covid 19 doc library

Jan van der Heyden
ECC Manager
s 9(2)(a) [redacted]B@cdhb.health.nz

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ECC Rosewood work stream **Date:7/4/2020**

Workstream Purpose: To reduce double up ECC efforts, ensure consistency in tactics and assist in preparation of an overarching CDHB pandemic response plan for vulnerable ARC Facilities.

Strategy: Keep Rosewood residents' safety on site in a stable environment until permanent Rosewood staff can return to work. Safe rostering practices for nursing staff.

Action to date:

20 residents have been transferred from the affected wing to ward GG at Burwood Hospital with nursing & meals managed by CDHB and medical cover from General Practitioner.

Staff from Rosewood have been stood down and transferred into isolation either at home or via CPH processes into hotel.

Replacement staffing immediately to cover Monday & Tuesday in place.

Response Plan:

Function	Issue	Mitigation decided	Actions required	Allocated to	Update 7/4/2020
Laundry	1. Dementia unit no hot water. 2. Other 2 pods have functioning laundry but no staff to manage.	CDHB to manage laundry until staff can return and Rosewood fixed issue with other laundry	Task CDHB to instigate laundry service for linen and patient clothes	Logistic	Drop off of additional linen 8/4 and first pick up of dirty linen and clothes.
Food	Kitchen no functioning due to lack of staff	CDHB to supply breakfast lunch and dinner (BLD)	None	Support Services (SS)	BLD supplied and delivered managed by Well Food
Cleaning	1. Vacated wing contaminated and uncleaned since move. 2. Ongoing cleaning of other 2 pods.	CDHB to manage both cleans	1. Deep clean of dementia wing 2. Ongoing cleaning of other wings 3. Facility manager to run stocktake	Logistics with SS Rosewood manager	1.Planned and booked for two days time 2. SS managing with CDHB cleaners for next 10-12 days
Waste	1. Toxic wasted from dementia wing required to be removed 2. Toxic waste from other 2 pods to be managed 3. Normal waste in other 2 pods	1 &2 CDHB manage toxic waste. 3 Rosewood manage normal waste as per contract. Staffing rostered to Rosewood to use current practise for this.	1. CDHB will remove as part of deep clean. 2. CDHB will collected bagged and tied yellow toxic waste bags from Rosewood 3. Waste procedures to be noted on staff orientation to Rosewood.	Logistics with SS Staffing Logistics	Yellow bags delivered once stocktake completed understand requirments.

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Supplies	Unknown stock of supplies	Run stocktake		Rosewood manager	
Staffing	1. Insufficient availability of nursing staff 2. Lack of willingness to work at Rosewood. 3. Safe rostering 4. Unable to meet nursing demand	1. CDHB to seek to set a safe roster staffed. 2. Update communications to staff onsite and those being asked to work. Create a "FAQ" sheet or an orientation package. 3. Escalate staff shortages to EMT	1. Find nurses and willing to work at Rosewood. 2. Look at opportunities for Allied health and other CDHB workers to fill in as HAs. 3. Create FAQ orientation info/ communication plan for staffing 4. Follow up with Michael re ER for CDHB staff	Staffing Logistics PIMS/ Controller	Roster emerging short of HCAs. No Allied health staff avail.
Welfare	1. Visibility of staff in isolation 2. Support process for Rosewood staff and CDHB staff at Rosewood and ward GG 3. Sustainable approach-no rapid response team set up	1. P&C to seek clarification of lists of staff 2. Process required 3. Establish OCC health team model 4.	1. Create lists of staff in isolation 2. Management process set up and distributed 3. Set up welfare access for all areas.	1. P&C 2. EECWelfare	Occ health deployed and accessing additional staff for this
Planning	1. Support for teams going into a new facility. 2. Options for remaining patients 3. Palliative care support in ARC	Focus will be Independent ARC facilities in the first instance creating a first response plan	1. Create a rapid response team 'flyingteam" 2. Ongoing plan for response team 3. Triage of Independent ARC facilities	ECC welfare ECCPlanning	
Comms	CDHB Staff see Rosewood as high risk	Communicate plans	Develop comms Plan to reduce anxiety amoung CDHB staff	PIMMS	Not started

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Rochelle Audeau

From: Shona MacMillan on behalf of CHCHEOCManager
Sent: Wednesday, 8 April 2020 10:50 AM
To: ECC Manager (CDHB); ECC Controller (CDHB)
Cc: Paula Nicolson
Subject: FW: FENZ request for information

Categories: Completed

Hello

Out of Scope
[redacted]

s 9(2)(a)
From [redacted]
Sent: Wednesday, 8 April 2020 10:23 AM
To: CHCHEOCManager <CHCHEOCManager@cdhb.health.nz>
Subject: FENZ request for information

To Whom It May Concern

Out of Scope
[redacted]

A further request has been made for contact details of the CDHB Acting Manager of the Rosewood Rest Home so FENZ can discuss the Fire Evacuation Plan of that facility

Please advise

Regards
s 9(2)(a)
[redacted]
Evacuation Consultant L1,2,3 &4
Fire Safety Officer CDHB
s 9(2)(a)
[redacted]

FPA NEW ZEALAND INDIVIDUAL MEMBER
FPA NEW ZEALAND CERTIFIED EVACUATION CONSULTANT

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Rochelle Audeau

From: Becky Hickmott
Sent: Wednesday, 8 April 2020 12:51 PM
To: Lucy Daeth
Cc: ECC Controller (CDHB)
Subject: FW: s 9(2)(a) [redacted] / Rosewood connection

Categories: Completed

Good example of impact. Dan FYI, will brief you on our phone call

From s 9(2)(a) [redacted]
Sent: Wednesday, 8 April 2020 12:48 PM
To: Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>; Greta Bond <Greta.Bond@cdhb.health.nz>
Cc: ECC Welfare (CDHB) <ECCWelfareCDHB@cdhb.health.nz>
Subject: RE s 9(2)(a) [redacted] Rosewood connection

Hi everyone, thanks Greta for the contacts. We did contact the Acting Manager at Rosewood yesterday and 9(2)(a) [redacted] advised that no PPE was being worn in the dementia unit. We then spoke to our employee who's s 9(2)(a) [redacted] works in the dementia unit s 9(2)(a) [redacted] stated tha s 9(2)(a) [redacted] has not been at work for the last month; however s 9(2)(a) [redacted] was asked to return to s 9(2)(a) [redacted] shifts at Redwood this weekend, but has made the decision not to go into work for this weekend as we would have had to stand 9(2)(a) [redacted] down if s 9(2)(a) [redacted] did return.

Our intention was to review the situation again with our employee s 9(2)(a) [redacted] on the 17th April.

Please don't hesitate to contact me directly if there are any issues,

Kind regards,

s 9(2)(a) [redacted]

From: Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>
Sent: Wednesday, 8 April 2020 12:38 PM
To: Greta Bond <Greta.Bond@cdhb.health.nz>
Co s 9(2)(a) [redacted] ECC Welfare (CDHB) <ECCWelfareCDHB@cdhb.health.nz>
Subject: RE: Laura Fergusson Trust/ Rosewood connection

Hi Greta

Two things, would liaise firstly with ECC welfare (have cc:d them in s 9(2)(a) [redacted] is lead for next two days.

Also, would ge s 9(2)(a) [redacted] to ring CPH as well so that they are aware. Most likely they are as they will be doing contact tracing but would be useful to notify them still I believe.

Thanks
Becky

From: Greta Bond
Sent: Wednesday, 8 April 2020 12:35 PM
To: Becky Hickmott <Rebecca.Hickmott@cdhb.health.nz>

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s 9(2)(a)
Cc [redacted]
Subject s 9(2)(a) [redacted] Rosewood connection

Hi Becky s 9(2)(a) [redacted]

Just to let you know (which you may already) that there's a worker at Rosewood who lives with someone working at s 9(2)(a) [redacted]

I had a chat with s 9(2)(a) [redacted] yesterday s 9(2)(a) [redacted] s going to get hold of the temp manager at Rosewood, with the intention of working out how trustworthy and appropriate the use of PPE was at Rosewood (with a view to standing 9(2)(a) [redacted] staff member down if 9(2)(a) [redacted] was not satisfied that infection control measures were being appropriately utilised).

I'm CC'ing s 9(2)(a) [redacted] here because of your words at our welfare teleconference this morning (apparently this is not the only instance of people from the same family unit working at different facilities).

s 9(2)(a) [redacted] is a highly trusted provider and I thought it might be worth linking you two up to follow up (or thought you would know, Becky, who might be the best person for s 9(2)(a) [redacted] to be in touch with about this). This may be solved already but just wanted to touch base, and ensure that there were no steps to follow that I'm not aware of.

Hope this finds you both well!

Kind regards,
Greta

Greta Bond
Project Specialist
Canterbury and West Coast District Health Boards
Planning and Funding
Level 2
32 Oxford Terrace
Christchurch
PO Box 1600
s 9(2)(a) [redacted] ✉**greta.bond@cdhb.health.nz**

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Out of Scope

[redacted]

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Rochelle Audeau

From: Jeanie Watson
Sent: Wednesday, 8 April 2020 4:50 PM
To: ECC Controller (CDHB)
Cc: Dan Coward; ECC Public Information (CDHB); Mick O'Donnell; Karalyn van Deursen
Subject: ACTION: Review communications for ARC facility
Attachments: Comms pack for Rosewood staff.docx

Categories: Completed, Attention

Hi Dan
Please find attached the draft comms pack Mick and I have worked on for Rosewood, including the following:

1. Talking points for managers of CDHB staff being asked to redeploy
2. Backpocket FAQs re staff who are being asked to be redeployed (**not for circulation to staff**)
3. FAQS for staff who have agreed to be redeployed
4. Message for external agencies who are being asked to provide staff **(to be developed from approved talking points)**
5. Letter to families of Rosewood residents who have remained at the rest home
6. Advice for acting manager of Rosewood.

The following people have contributed to the information in this document:

- IPC via Sarah Berger
- OPH – Richard Scrase
- Covid Staffing – Janette Dallas
- P&C – Tyler Brummer

I am waiting to hear from:

- Ramon to confirm the numbers and how the residents are being classified (close contacts?)
- ER re wording in FAQ about the option to refuse redeployment
- Dianne Gunn/Sally Nicholas re any feedback

Please let us know if we have missed anything you're after.

Once this is all approved we can adapt this messaging for deployment of staff to George Manning.

Cheers

Jeanie

Jeanie Watson
Senior Communications Advisor
Canterbury District Health Board
T: 03 364 4124 or ext: 62124 | Mob: 027 2900 961
Email: jeanie.watson@cdhb.health.nz
Level 1, 32 Oxford Tce, Christchurch, 8011
www.cdhb.health.nz

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Comms pack for staff being redeployed to Rosewood

This document contains:

1. Talking points for managers of CDHB staff
2. FAQs for staff who are being asked to be redeployed
3. FAQs for staff who have agreed to be redeployed
4. Message for external agencies who are being asked to provide staff
5. Letter to families of Rosewood residents who have remained at the rest home
6. Advice for acting manager of Rosewood

For managers of Canterbury DHB staff

- The quickly evolving COVID-19 response is seeing the need for some staff to self-isolate following exposure to COVID-19.
- This has happened over the weekend in relation to the Rosewood Rest Home, where a number of staff now need to self-isolate.
- In a small facility like this, having to release a large number of staff to self-isolate means the DHB needs to find replacement staff at very short notice to temporarily fill staffing gaps to ensure safe and appropriate care for the rest home's residents.
- We need staff to help with providing care to the 44? residents who are remaining at Rosewood. They are considered close contacts of the 20 residents who have moved to Burwood, so it is essential staff working in the rest home adhere to the PPE protocols for working in a COVID-19 environment.
- The remaining residents are across two units, which are separate from the area the residents who are now at Burwood were staying. This unit they were in has been secured and is not accessible.
- Staff will be assigned to work in one unit only – they will not be asked to move between the two unit.
- Two Rosewood staff have been cleared by Community and Public Health to continue working in the rest home.
- The health and safety of staff is our top priority.
- Since some of the residents were moved to Burwood, we have undertaken the following steps to minimise risk at Rosewood Rest Home for the remaining residents and staff working there:
    - The DHB has appointed an experienced rest home manager, s 9(2)(a) [redacted] as temporary manager to support the rest home in managing the welfare of the rest home's current staff, adopting the new required standards of care for managing COVID-19 cases, and ensuring orientation and training in PPE use in particular is maintained to the highest standards
    - Experts from the Canterbury DHB Infection Prevention and Control Service are working with the facility to assist them with adherence to current standards and guidelines to prevent further spread of infection
    - Additional cleaning and disinfection is being undertaken to decontaminate the environment
    - Additional PPE supplies have been provided to the facility by the Canterbury DHB, including gowns and masks, protective safety glasses and gloves.
- This redeployment arrangement is temporary, and will finish once permanent Rosewood Rest Home staff have completed the required period of self-isolation.
- Upon completion of a staff member's temporary redeployment, staff can return to their usual place of work providing:

Commented [JW1]: Need to confirm with Ramon

Commented [JW2]: Janette provided number – need to check sentence is correct with Ramon

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- they have followed the guidance on PPE use, and adhere to appropriate hygiene and physical distancing measures
- there has not been a breach of PPE or suspected exposure to COVID-19 for which proper safety measures were not taken, and
- they are not exhibiting any symptoms of COVID-19 based on the expanded case definition HERE *[links to Ministry website]*.

- Our information sheet COVID-19 – Don't bring it home: Advice for health care workers visiting patients with suspected or known COVID-19 *[links to CDHB intranet]* has all the steps staff need to take to ensure the safety of their whānau when they return to their home bubble.
- For more information, refer to the Guidance on staff movement to other facilities, including ARC facilities *[links to CDHB intranet]*.
- This redeployment approach is supported by a set of guidelines informed by Infection Prevention and Control, Infectious Diseases, Microbiology and Occupational Health and best evidence-based practice.

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For external providers

To be adapted from approved talking points to CDHB managers
Need to check and ensure links/documents can be accessed by external audience

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FAQs for staff being asked to be redeployed

I have been asked to work in an area where there is a COVID-19 outbreak – do I have the option to say no?
Redeployment outside of the DHB is by consultation with the staff member and it is their choice whether to redeploy. If we are asking a staff member to redeploy within the DHB, so long as it is to perform the same or similar role, they cannot say no.

Commented [JW3]: To be approved by P&C and ER

I have agreed to work in an area with a COVID-19 outbreak that is not my usual place of work. Am I able to work in both the COVID-19 area and my usual workplace/ward?
Upon completion of your temporary redeployment, you can return to your usual place of work providing:

- you have followed the guidance on PPE use, and adhere to appropriate hygiene and physical distancing measures
- there has not been a breach of PPE or suspected exposure to COVID-19 for which proper safety measures were not taken, and
- you are not exhibiting any symptoms of COVID-19 based on the expanded case definition HERE.

FAQs for staff agreeing to be redeployed

What if a resident I care for becomes unwell?
If a resident develops symptoms such as a cough, sore throat, shortness of breath, sneezing and runny nose or temporary loss of smell:

- Isolate the resident immediately in their room on enhanced contact and droplet precautions
- Set up a PPE station outside their room with surgical masks, gloves, gowns and eye protection
- Contact either the resident's GP, the PPC Nursing Team, or the on call out of hours Microbiologist/Infectious Disease Physician via Christchurch Hospital Switchboard who will assess and arrange screening if needed
- Dispose of all used PPE in yellow clinical waste bags, apart from eye protection which is to be placed into a receptacle and then cleaned and disinfected after each use
- Remove dirty PPE in the resident's room by the door and be sure to clean your hands after removing each piece of PPE.

What should I do if I start to feel unwell?
At the start of each shift, your signs and symptoms and temperature will be checked.
If you become unwell, you are not to work.
Instead:

- Go or stay at home
- Contact your GP, Healthline and the on-call Infection Prevention and Control micro/ID team on call.

How do I protect myself from the risk of getting COVID-19?

- Follow the guidance provided to you on the correct way to don and doff PPE
- Maintain safe physical distancing (at least two metres) from other staff where possible.

How do I protect my family when I return home?

Follow the advice in the information sheet COVID-19 – Don't bring it home: Advice for health care workers visiting patients with suspected or known COVID-19

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Rosewood Rest Home recap and update – letter to families via the manager

8 April 2020

Dear [insert name]
Things have progressed rapidly since we were first advised of a positive case of COVID-19 on Friday 3 April.

At the time of writing this update, we have 17 probable or confirmed cases among both staff and residents – a probable case is someone whose test has come up as negative, perhaps because they are recovering, but whose symptoms had been confirmed by a clinician to indicate that they have probably had COVID-19.

As always the ongoing wellbeing of residents, and the safety of the staff who are working in this healthcare environment is our primary concern.

As you now know, all 20 residents from the dementia care unit were transferred to single ward at Burwood Hospital as a precaution to be cared for appropriately, while effectively being isolated as a group – except for contact with staff providing care who are using personal protective equipment (PPE) such as masks, gloves, eyeshields, etc.

Staff at Burwood Hospital say that your family members have settled in well, are enjoying the open spaces provided for patients in recovery at Burwood, assisted by the beautiful weather we have been enjoying over the past couple of days.

As a result of this cluster of COVID-19 confirmed and probable cases, a number of staff currently remain in isolation. To ensure that residents who remain at the rest home have continuity of care, Canterbury DHB is providing a combination of its own and agency staff to help out until Rosewood's own staff are cleared to return to work.

I would like to take this opportunity to reassure you that it is our collective mission to ensure the highest standards of Infection Prevention and Control throughout Rosewood and of course in our Canterbury hospitals. We have ensured staff know what is expected of them in relation to personal protective equipment and that they have the necessary supplies and appropriate space to put on and remove their protective equipment as required.

Staff have also been provided with guidance on how to avoid taking the virus home or into any other facility they may be asked to work at.

If you have any questions or ongoing concerns, please channel them through the facility manager and we will respond either on an individual basis, or as part of a general update depending on the question.

Stay safe at home

s 9(2)(a) [redacted]

Acting manager, Rosewood Rest Home

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Advice for the acting manager, 8 April

Please brief whoever answers the phone/emails to refer media queries to you – or forward on to the DHB communications team: communications@cdhb.health.nz or call Karalyn van Deursen 027 531 4796
Please make it clear to all staff that if a reporter calls, whoever takes the call should say that they can't comment and will get someone to call them back. Please ask them to take down the reporter's name and phone number and let you (the manager) know.
Please be prepared to received enquiries from families as you normally would, but don't hesitate to escalate them via the contact above if you need assistance in responding to them.

Appendix 1: Guidance on redeployment between facilities
Sent on behalf of Sue Nightingale, ECC Controller (CDHB) and Michael Frampton, Chief People Officer

Kia ora koutou,
We know that our quickly evolving COVID-19 response will see staff self-isolating following exposure to COVID-19. These impacts on staffing numbers in parts of our health system may be significant and require us to move people between facilities temporarily to fill staffing gaps. We have developed a set of guidelines informed by Infection Prevention and Control, Infectious Diseases, Microbiology and Occupational Health. These will be reviewed frequently as new information becomes available and informed by best evidence-based practice.

Ngā mihi, Sue Nightingale, ECC Controller (CDHB)
Michael Frampton, Chief People Officer

Guidance on Redeployment Between Facilities
The Canterbury and West Coast COVID-19 Response may require staff to be temporarily redeployed to other DHB facilities or Aged Residential Care (ARC) Facilities.

To ensure we are taking a consistent approach across our health systems and protecting your health and safety, staff must:

- agree to be redeployed between facilities following a conversation with their manager,
- follow the guidance for PPE use, and
- adhere to appropriate hygiene and physical distancing measures.

Upon completion of their temporary redeployments, staff can return to their usual place of work provided they have:

- followed the above guidance, and
- there has not been a breach of PPE or suspected exposure to COVID-19 for which proper safety measures were not taken, and
- they are not exhibiting any symptoms of COVID-19 based on the expanded case definition HERE.

If staff member is deployed to a Category 1 Work Zone (High Risk of COVID-19 Exposure):

- they must have been cleared to work in Category 1 Work Zones by Occupational Health i.e. they do not have an underlying medical vulnerability or condition, and
- they need to self-monitor for symptoms including fever and immediately self-isolate and notify their manager in the event they do have symptoms, and
- refer to information on keeping ourselves and whānau safe by not Bringing COVID-19 Home HERE.

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If you have any questions, please contact the ECC on ECCCovidStaffing@cdhb.health.nz. This guidance is available HERE for reference. If you need support for any reason, please find support options HERE.

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RELEASED UNDER THE

Out of Scope

[redacted]

Out of Scope

[redacted]

Rochelle Audeau

From: Jan Van der heyden on behalf of ECC Manager (CDHB)
Sent: Thursday, 9 April 2020 10:11 AM
To: Rachel Cadle; ECC Manager (CDHB); ECC Controller (CDHB)
Subject: RE: Rosewood

Categories: Completed

Many thanks Rachel understand pressures on terminal cleaning this is key for us operationally for Rosewood.
Cheers Jan
PS looking forward to hot sausage rolls today too!

From: Rachel Cadle
Sent: Thursday, 9 April 2020 10:09 a.m.
To: ECC Manager (CDHB) <ECCManagerCDHB@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Subject: RE: Rosewood

OCS who doing the cleaning at Rosewood are attempting to get a team in today to do the terminal clean but are not committing to it. The clean was planned to start at 16:00 tomorrow and this will go ahead if they haven't been able to bring a team in any earlier. They will let me know asap if they start today.

Regards

Rachel

From: Jan Van der heyden
Sent: Thursday, 9 April 2020 8:05 AM
To: Rachel Cadle <Rachel.Cadle@cdhb.health.nz>
Cc: ECC Logistics (CDHB) <ECCLogisticsCDHB@cdhb.health.nz>
Subject: Rosewood

Rachel, we have had two patients deteriorate with febrile conditions. Both will be Covid tested this morning.
In light of this we would like the deep clean of the vacated wing at Rosewood to be expedited and completed today in case we need to use this wing as an isolation wing.

The Rosewood staff appreciated the drop off of clean linen yesterday thanks, but there are still many bags of dirty linen and clothes not collected yesterday.
Can another delivery be made today and collection along with a drop off of two additional linen trolleys?
Possibly loan trolleys from CHCH campus if we can arrange for these to be delivered this am and a linen collection this pm?

Can you please advise ECC Manager and ECC Controller of the plans and times for linen cleaning and food coverage over Easter weekend so we can update staffs expectations?

Many thanks Jan

Jan van der Heyden

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ECC Manager
ECCManagerCDHB@cdhb.health.nz
s 9(2)(a) [redacted]

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Rochelle Audeau

From: Dan Coward on behalf of ECC Controller (CDHB)
Sent: Thursday, 9 April 2020 10:17 AM
To: Carol Limber; ECC Manager (CDHB); ECC Controller (CDHB)
Cc: Rachael Haldane
Subject: RE: Heads up re Self Isolation - Rosewood staff member being tested for Covid today

Thank you for this

Regards

Dan

From: Carol Limber
Sent: Thursday, 9 April 2020 10:08 a.m.
To: ECC Manager (CDHB) <ECCManagerCDHB@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Cc: Rachael Haldane <Rachael.Haldane@cdhb.health.nz>
Subject: Heads up re Self Isolation - Rosewood staff member being tested for Covid today
Importance: High

Hi,
Just a quick heads up – we have one of the staff from Rosewood who is in isolation at [redacted] Out of Scope who is now presenting symptoms – we are concerned enough to thin[redacted] s 9(2)(a) eds testing today and transferring straight to the [redacted] Out of Scope into Quarantine.
Rachael Haldane is in charge if you need any further info – but just thought you would want an early heads up on this one.
Thanks, Carol

Carol Limber
Canterbury Initiative_Service Improvement Lead

Mobile [redacted] s 9(2)(a)
Email: carol.limber@cdhb.health.nz
Web: cdhb.health.nz/canterburyinitiative

The Canterbury Initiative
Canterbury District Health Board

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Thanks, Carol

Carol Limber
Canterbury Initiative_Service Improvement Lead

Mobile [redacted]
Email: carol.limber@cdhb.health.nz
Web: cdhb.health.nz/canterburyinitiative

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Canterbury District Health Board

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Rochelle Audeau

From: Dan Coward on behalf of ECC Controller (CDHB)
Sent: Thursday, 9 April 2020 11:23 AM
To: Valerie Fletcher
Subject: RE: Rosewood primary care cover

Thank you Val

From: Valerie Fletcher
Sent: Thursday, 9 April 2020 11:23 a.m.
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Cc: Richard Scrase <Richard.Scrase@cdhb.health.nz>; Sue Holland <Sue.Holland@cdhb.health.nz>; Jill Lee <Jill.Lee@cdhb.health.nz>
Subject: Rosewood primary care cover

Just confirming tha[redacted] s 9(2)(a) is happy to continue with [redacted] 9(2)(a) usual role as [redacted] 9(2)(a) to Rosewood residents over the weekend.

Val

Dr Valerie Fletcher BM FRACP MMedSc(Clin Epid)

Email: valerie.fletcher@cdhb.health.nz
Mobile [redacted] s 9(2)(a)

Community Geriatrician
Clinical Director Community Services Older Persons Health
Third Floor Heathcote Building
The Princess Margaret Hospital
PO Box 800
Christchurch / Otautahi
Tel 03 3377765

General Physician
Department of General Medicine
Riverside Block
Christchurch Hospital
Private Bag 4710
Christchurch / Otautahi 8140
Tel 03 3640640 or 03 3641020

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Rochelle Audeau

From: s 9(2)(a) [redacted] @cdemcanterbury.govt.nz>
Sent: Thursday, 9 April 2020 12:25 PM
To: ECC Controller (CDHB)
Cc: s 9(2)(a) [redacted]
Subject: FW: Notification of Covid 19 clusters

Categories: Completed

Hi Sue/Dan,

Please refer to the mail below from FENZ.

Could you please advise FENZ as soon as is practicable regarding clusters or other relevant information to assist FENZ in their contingency planning.

I understand this has been discussed with you and ou s 9(2)(a) [redacted]

Many thanks

s 9(2)(a) [redacted]

From s 9(2)(a) [redacted]
Sent: Wednesday, 8 April 2020 12:18 PM
To s 9(2)(a) [redacted] @cdemcanterbury.govt.nz>
Subject: Notification of Covid 19 clusters

Kia or s 9(2)(a) [redacted]

Following on from our discussion today this is a brief overview of FENZ concerns regarding the delay in notification from DHBs regarding clusters of covid out breaks in facilities such as rest homes.

- Emergency response organisations FENZ, St John and Police require immediate notification of covid19 cluster facilities such as the Rosewood Rest home as our personnel may be responded to these sites at any time of the day or night.
- There is a duty of care that we can provide our responders with the most up to date information regarding increased risk of covid19 exposure.
- Fire crews utilise different PPE dependent upon the incident type they are responded to, for example for a fire alarm activation to an address it is heavy duty firefighting PPE not the medical PPE that they wear with first responder events.
- Therefore responding to an alarm activation at a rest home that we have not been notified is a covid19 cluster exposes our staff to unnecessary risk.
- When advised of these locations the closest Fire station crews will pre-plan their response procedures, specialist fire risk management personnel will provide practical advice to the rest home staff regarding evacuation procedures that will minimise the risk to both the staff, residents and responders.

Thank s 9(2)(a) [redacted] for assisting with our concerns.

Ngā mihi

s 9(2)(a) [redacted]

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s 9(2)(a)

[redacted]

FIRE EMERGENCY NEW ZEALAND

s 9(2)(a)

[redacted]

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Rochelle Audeau

From: Dan Coward on behalf of ECC Controller (CDHB)
Sent: Thursday, 9 April 2020 2:11 PM
To: s 9(2)(a) [redacted]
Subject: RE: Request for NZDF Medical support to Canterbury District Health Board unclassified

s 9(2)(a)
H [redacted]

We are meeting at 1500 hours to discuss moving some of our hospital level care patients to other hospital level care facilities. This is based on two reasons, inability for safe staffing, but also clinical care needs. We will still need to continue safe staffing during Easter while the planning of this occurs, so essentially our deadline for 1500 hours is based on what staffing options and clinical decisions we need to make to keep safe while we progress morning. This will still leave a dementia unit we will staff and have resources to do this

Hope this gives further clarity

Thanks

Dan

s 9(2)(a)
From: [redacted]
Sent: Thursday, 9 April 2020 2:03 p.m.
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Subject: FW: Request for NZDF Medical support to Canterbury District Health Board unclassified

---

Dan,

I have heard through CDEM that if this request isn't supported by 1500 that you will be moving all the residents from Rosewood and cancelling the request.

Can you please confirm this so I can continue chasing it up.

Cheers.

s 9(2)(a)
[redacted]

From: Dan Coward <Dan.Coward@cdhb.health.nz>
Date: Wednesday, 08 Apr 2020, 10:54 AM
s 9(2)(a)
To: [redacted]
Subject: FW: Request for NZDF Medical support to Canterbury District Health Board

Here is request I sent up this morning.

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Aware tha[redacted] from Burwood also interested in what has been sent through so if you can loop [redacted] in as well

Many thanks

Dan

From: Dan Coward
Sent: Wednesday, 8 April 2020 7:48 a.m.
To: [redacted]
Cc: [redacted]
Subject: Request for NZDF Medical support to Canterbury District Health Board

Good morning

I have been requested by NHCC to place a request for support from NZDF Medical teams.

Purpose

Support clinical teams within th[redacted] Rosewood Age Residential Care facilities to provide care due to staffing isolation due to close contact determination

Actions

1. Provide staffing for the next 2 weeks to supplement nursing and health care assistant workforce within the two facilities
2. 1 Registered Nurse per facility per shift to be allocated to either facility (4-6 RN)
3. 4 Medics as Health Care assistants per facility per shift (12 in total)
4. 2 NZDF support staff per shift per facility to support cleaning, supports and facility activity (6 in total)

Background

1. Rosewood and [redacted] ARC facilities have had close contact with Covid and positive case of resident.

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2. As a result of this staff have been stood down and are in isolation resulting in 36 approx. gaps to be staff from nursing agency, other ARC facilities and DHB staffing.
3. However it is becoming increasingly difficult to staff and support is required to sustain these two facilities over the next two weeks enabling other plans to be developed and implemented to mitigate any further outcomes in other ARC facilities.

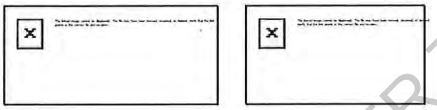
Considerations

1. We have sought staff from the 9(2)(a) [redacted] database and no staff yet completed vetting and or other checks for deployment
2. We have sought legal advice and Crown Law have advised we are unable to direct staff to the locations
3. We have exhausted all nursing agency firms to support staffing
4. We have also discounted moving 86 residents into hospital as it reduces our covid response capacity within the facility and directs core staff away from core acute and non deferable care.

Dan Coward - Controller - Emergency Coordination Centre, Canterbury & West Coast DHBs

General Manager Older Persons Health, Community & Rehabilitation Services

General Manager Orthopaedics Canterbury & West Coast District Health Board



Values – Ā Mātou Uara

Care and respect for others - Manaaki me te whakaute i te tangata | Integrity in all we do - Hāpai i ā mātou mahi katoa i runga i te pono | Responsibility for outcomes - Te Takohanga i ngā hua

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[redacted]

Canterbury District Health Board

West Coast

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Out of Scope

[redacted]

Out of Scope

[redacted]

Out of Scope

[redacted]

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Rochelle Audeau

From: Jan Van der heyden on behalf of ECC Manager (CDHB)
Sent: Thursday, 9 April 2020 5:37 PM
To: ECC Controller (CDHB)
Subject: FW: Rosewood move 2 comms documents

Categories: Completed

From: Haidee Scott
Sent: Thursday, 9 April 2020 5:20 p.m.
To: Janette Ang <Janette.Ang@cdhb.health.nz>; Greta Bond <Greta.Bond@cdhb.health.nz>; Karen Dennison <Karen.Dennison@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; Sarah Pullinger <Sarah.Pullinger@cdhb.health.nz>; Ross Meade <Ross.Meade@cdhb.health.nz>; Andrea Davidson (Planning & Funding) <Andrea.Davidson2@cdhb.health.nz>; Hayley Cooper <Hayley.Cooper@cdhb.health.nz>; Janette Dallas <Janette.Dallas@cdhb.health.nz>
Cc: Dan Coward <Dan.Coward@cdhb.health.nz>; Jan Van der heyden <Jan.Vanderheyden@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: Rosewood move 2 comms documents

Hi all, I've diligently saved everything thus far into this folder (hopefully you all have access...):

S:\PMHDataLink\Division\CEO\Common\Communications Team\Coronavirus Jan 2020\ARC\Rosewood documents\Hospital-Level Patient Move

I'm heading home but will check emails as soon as I get there.

Ngā mihi

Haidee Scott
COVID-19 Communications (Contractor)
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
s 9(2)(a) [redacted]

Values – *A matou uara*
Care and respect for others – *Manaaki me te kotua i etahi*
Integrity in all we do – *Hapai i a matou mahi*
Responsibility for outcomes – *Kaiwhakarite i ka hua*

Unite against COVID-19

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Rochelle Audeau

From: Suzy Rogers
Sent: Thursday, 9 April 2020 6:12 PM
To: Alison Watkins; Richard Scrase; Sue Holland; Jill Lee
Cc: Natacha Maher; Sarah Berger; Joshua Freeman; Mardi Postill; Sarah Berger; Rosemary Ikram; ECC Controller (CDHB); Valerie Fletcher; Mike O'Callaghan
Subject: RE: Rosewood patient needing COVID swab tomorrow

Categories: Completed

Hi Ali and Team at Rosewood.

- Following our visit to Rosewood today, se summary of actions and discussion with ECC Controller this afternoon:
- IPC Team swabbed all 20 Hospital level Care residents in preparation for their move to other facilities, and also 3 Dementia care Rest Home residents. These results should be back in next 24-36 hours.
- None of the residents swabbed presented with respiratory like illness symptoms, and from previous IPC assessment we believe previous exposure risk to be low (all probable and confirmed staff worked in the hospital level dementia wing with residents now transferred to Burwood). We are double checking this with PHO with CPH. All patients in the hospital level unit are being managed in their rooms with continuous mask use by staff and we have also advised continues mask use by staff in the Dementia Rest Home.
- Some of the staff are choosing to wear full PPE and we are happy for this to happen, if it makes them feel confident to care for residents and maintains ability to provide ongoing staffing.
- All staff should be performing hand hygiene as part of the 5 moments and at every stage of removing PPE.
- Both hospital and Dementia Rest Home require cleaning and disinfection of residents rooms and high touch areas every shift e.g. door handles, light switches, tables, lockers as well as communal areas used by residents and staff in the facility. If staff are not able to manage this , then U recommend you call in external contractors e.g. OCS to undertake regular cleaning and disinfection of the environment, to take the workload and pressure off staff.
- Also we have recommended sending laundry off site to Canterbury Laundry Services, which would also alleviate workload and free up staff to support care of residents.
- Residents should continue to be also being monitored regularly for fever and any clinical deterioration 2 times per day.
- Staff continue to be monitored prior to commencing their shift. We have delivered more thermometers today to enable this to continue.

If you need IPC support over the weekend, you can access this via the EEC Controller via e their mail or telephone.

I am back at work on Monday at 11.30 and will follow up with you and the team then.

Kind regards, Suzy

Suzy Rogers
Clinical Nurse Specialist, Infection Prevention and Control,
Christchurch Hospital and Community

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Manawa | Level 5, 276 Antigua Street | PO Box 1600 | Christchurch | New Zealand
s 9(2)(a) [redacted]
Mobi[redacted]
Suzy.Rogers@cdhb.health.nz

From: Sarah Berger
Sent: Wednesday, 8 April 2020 6:47 PM
To: Suzy Rogers <Suzy.Rogers@cdhb.health.nz>; Natacha Maher <Natacha.Maher@cdhb.health.nz>
Subject: FW: Rosewood patient needing COVID swab tomorrow

Suzy: they will need a site visit Thursday and maybe you could undertake the swab at the same time

From: Sarah Metcalf
Sent: Wednesday, 8 April 2020 6:43 p.m.
To: Joshua Freeman <Joshua.Freeman@cdhb.health.nz>; Sarah Berger <Sarah.Berger@cdhb.health.nz>
Subject: Rosewood patient needing COVID swab tomorrow

Hi

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Febrile, probable cellulitis, but s 9(2)(a) [redacted] feel s 9(2)(a) [redacted] should be COVID swabbed.
We weren't clear whether they have access to swabs, so can we find a way to get a swab to the facility tomorrow please?
s 9(2)(a) [redacted] s in the actual Rosewood facility still.
Sarah

Dr Sarah Metcalf
Clinical Director Department of Infectious Diseases
Infectious Disease Physician & General Physician
5th Floor Riverside, Christchurch Hospital, Private Bag 4710, Christchurch 8140, New Zealand
Ph (Secretary) 03 3640 951

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Clinical Nurse Specialist, Infection Prevention and Control,
Christchurch Hospital and Community

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Manawa | Level 5, 276 Antigua Street | PO Box 1600 | Christchurch | New Zealand
Mobile s 9(2)(a) [redacted]
Suzy.Rogers@cdhb.health.nz

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Dr Sarah Metcalf
Clinical Director Department of Infectious Diseases
Infectious Disease Physician & General Physician
5th Floor Riverside, Christchurch Hospital, Private Bag 4710, Christchurch 8140, New Zealand
Ph (Secretary) 03 3640 951

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Rochelle Audeau

From: Dan Coward on behalf of ECC Controller (CDHB)
Sent: Thursday, 9 April 2020 6:15 PM
To: Mardi Postill
Subject: FW: for approval Rosewood updated
Attachments: ECC Rosewood work stream.docx

Towards the back of the document, Ill tidy format up so it goes across the page, but anything else...should I include links for the letters??

From: Jan Van der heyden **On Behalf Of** ECC Manager (CDHB)
Sent: Thursday, 9 April 2020 6:12 p.m.
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Subject: for approval Rosewood updated

Jan van der Heyden
ECC Manager
ECCManagerCDHB@cdhb.health.nz
s 9(2)(a)
[redacted]

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ECC Rosewood work stream **Date:9/4/2020 5.30pm**

Workstream Purpose: To reduce double up ECC efforts, ensure consistency in tactics and assist in preparation of an overarching CDHB pandemic response plan for vulnerable ARC Facilities.

Strategy: Keep Rosewood residents' safety on site in a stable environment until permanent Rosewood staff can return to work. Safe rostering practices for nursing staff.

Action to date:

- 20 residents have been transferred from the affected wing to ward GG at Burwood Hospital with nursing & meals managed by CDHB and medical cover from General Practitioner.
- Staff from Rosewood have been stood down and transferred into isolation either at home or via CPH processes into hotel.
- Manager has exited the facility on 9th April.
- Alison Watkins in place as facility manager as of 9th April
- Breach of Contract notice was sent to facility owners 9th April from CDHB Solicitor
- Decision made to move the 20 hospital level patients into other appropriate ARC facilities.
- Swabs for Covid testing, taken 9 April from 3 patients in dementia wing with febrile but potentially non covid conditions
- Swabs for Covid testing taken 9 April from all 20 patients in hospital level care wing.
- All Staff to wear masks and can wear any other appropriately worn PPE gear as necessary. All available on site.

Emerging Issues:

One patient deteriorating? swabbing to eliminate Covid

1030 9/4 unsustainable rosters as people donot turn up for shifts. Issues of mixed messaging and previous lack of leadership. Update meeting planned for 1230/

Response Plan: 9/4/2020 5.30pm

Action	Who	When	Update
Ongoing management of staffing for weekend	ECCStaffing		
NZNO concerns and lists of requirements	Controllor/ ECCStaffing	Completed	Email confirmation received from NZNO they are supportive all measure have been taken to ensure safe work place and practises and endorse nurses working at Rosewood.
PPE	ECCLogs	delivered	All onsite masks gloves
Hand sanitiser	ECClogs	delivered	Adequate supplies onsite
[redacted] s 9(2)(a)	ECCStaffing		
Working towards a comprehensive roster for Easter	ECCStaffing		

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IPC Training for new staff with IPC team and online video links	IPC ECCStaffing		
Swabs taken of patients in dementia wing with febrile conditions	IPC team	Thursday 2pm	
Identification and discussions with other ARC facilities with capacity to receive patients	P&F		
Email to go to families from Rosewood email address. Explaining situation		COB	
Planning and funding team to call all families	Mardi and Richard	COB	
Clinical assessors to start calling in morning with hopefully some identified ready for dx		Friday PM	
Transport of patients	ECC Logistics		
Patients moved			

Response plan: from 6-9th April 1230 pm

Function	Issue	Mitigation decided	Actions required	Allocated to	Update 7/4/2020	Update 8/4 6pm	9/4 1230
Laundry	1. Dementia unit no hot water. 2. Other 2 pods have functioning laundry but no staff to manage.	CDHB to manage laundry until staff can return and Rosewood fixed issue with other laundry	Task CDHB to instigate laundry service for linen and patient clothes	Logistic	Drop off of additional linen 8/4 and first pick up of dirty linen and clothes.	• Some dirty linen not collected/ previously banked up. • Require trolleys for distribution and separation • Confirmation of cover over Easter to be actioned	• CLS to continue • Trolleys delivered
Food	Kitchen no functioning due to lack of staff	CDHB to supply breakfast lunch and dinner (BLD)	None	Support Services (SS)	BLD supplied and delivered managed by Well Food	• Confirmation of delivery times	HMTN Confirms lunch delivered at approx. 11.45

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						• Additional RN on am and PM shifts (now 5RNs) •	and dinner at approx. 16.45. any concerns HMTN Kitchen on 338 7910. •
Cleaning	1. Vacated wing contaminated and uncleaned since move. 2. Ongoing cleaning of other 2 pods.	CDHB to manage both cleans	1. Deep clean of dementia wing 2. Ongoing cleaning of other wings 3. Facility manager to run stocktake	Logistics with SS Rosewood manager	1.Planned and booked for two days time 2. SS managing with CDHB cleaners for next 10-12 days		Terminal Clean of vacated wing requested to be bought forward but booked for 2pm 10/4
Waste	1. Toxic wasted from dementia wing required to be removed 2. Toxic waste from other 2 pods to be managed 3. Normal waste in other 2 pods	1 &2 CDHB manage toxic waste. 3 Rosewood manage normal waste as per contract. Staffing rostered to Rosewood to use current practise for this.	1. CDHB will remove as part of deep clean. 2. CDHB will collected bagged and tied yellow toxic waste bags from Rosewood 3. Waste procedures to be noted on staff orientation to Rosewood.	Logistics with SS Staffing Logistics	Yellow bags delivered once stocktake completed understand requirments.		
Supplies	Unknown stock of supplies	Run stocktake		Rosewood manager		• Stock take not completed. • ECCStaffing to send in a staff member tomorrow to complete to ensure enough supplies for Easter.	• Stocktake completed and sent to logistics
Staffing	1. Insufficient availability of nursing staff	1. CDHB to seek to set a safe roster staffed.	1. Find nurses and willing to work at Rosewood.	Staffing Logistics	Roster emerging short of HCAs. No Allied health staff avail.	• Roster being completed	• Shift by shift basis.

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	2. Lack of willingness to work at Rosewood. 3. Safe rostering 4. Unable to meet nursing demand	2. Update communications to staff onsite and those being asked to work. Create a "FAQ" sheet or an orientation package. 3. Escalate staff shortages to EMT	2. Look at opportunities for Allied health and other CDHB workers to fill in as HAs. 3. Create FAQ orientation info/ communication plan for staffing 4. Follow up with Michael re ER for CDHB staff	PIMS/ Controller		• New manager arranged not yet deployed.	• [redacted] s 9(2)(a) as manager in place
Welfare	1. Visibility of staff in isolation 2. Support process for Rosewood staff and CDHB staff at Rosewood and ward GG 3. Sustainable approach-no rapid response team set up	1. P&C to seek clarification of lists of staff 2. Process required 3. Establish OCC health team model 4.	1. Create lists of staff in isolation 2. Management process set up and distributed 3. Set up welfare access for all areas.	1. P&C 2. EECWelfare	Occ health deployed and accessing additional staff for this	No change	
Planning	1. Support for teams going into a new facility. 2. Options for remaining patients 3. Palliative care support in ARC	Focus will be Independent ARC facilities in the first instance creating a first response plan	1. Create a rapid response team 'flyingteam" 2. Ongoing plan for response team 3. Triage of Independent ARC facilities	ECC welfare ECCPlanning		Ongoing planning	
Comms	CDHB Staff see Rosewood as high risk	Communicate plans	Develop comms Plan to reduce anxiety amoung CDHB staff	PIMMS	Not started	Using same plan as [redacted] Out of scope	Letter for agency staff and

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							CDHB staff being drafted urgently
Medical cover						BAU GP cover for weekdays and weekends.	

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Action	Who	When	Update
Email to go to families from rosewood email address		COB	
Planning and funding team to call all families	Mardi and Richard	COB	
Clinical assessors to start calling in morning with hopefully some identified ready for dx		Friday PM	
Transport of patients	ECC Logistics		
Patients moved			

9/4/2020	Issue	Mitigation decided	Actions required	Allocated to			
IPC for moving	**IPC controls**	**Ensure receiving ARC facilities comfort**	**IPC deployed to asses and swab patients planned to be moved to other Arc facilities**	**IPC Sarah & Suzie**			
	Testing		Swabbing using yellow gold stickers	IPC/Josh			
	education	Teaching staff	Confirmation of appropriate PPE and Iso for staff and patients once tested	IPC			
	Process for moving		PPE guidelines for moving	IPC			
Food	staff to assist at B/F		to assess if issue	Ali Watkins			
Planning	Identification of avail ARC facilities to transfer patients to			P&F and GMS teams lead by Mardi			
Welfare	Compete and confirm emergency Response team		Identify Flying Squad	ECC Welfare			
Medical	Clinical assessments for receiving ARC facilities		Create set of guidelines	Josh Freeman			

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	0800 # for GP support						

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Rochelle Audeau

From: Anna Williams
Sent: Thursday, 9 April 2020 8:24 PM
To: Sally Nicholas; Karalyn van Deursen
Cc: s 9(2)(a) [redacted] CC Controller (CDHB)
Subject: RE: family of the s 9(2)(a) [redacted]

Categories: Completed

Thanks I have done
Anna

From: Sally Nicholas
Sent: Thursday, 9 April 2020 7:45 PM
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; Anna Williams <Anna.Williams@cdhb.health.nz>
Co s 9(2)(a) [redacted] CC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Subject: Re: family of the s 9(2)(a) [redacted]

Hi

I have spoken to the duty manager and she is going to go and get the info off Anna now.

Anna - info so you can understand the background. Karalyn is happy to contact them.

Sally

Sent from my iPhone

On 9/04/2020, at 7:24 PM, Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz> wrote:

Hi both - I've tried phoning and texting Anna – is there someone else that might be able to help with some communication with the family o s 9(2)(a) [redacted] o give them a courtesy heads up that the Ministry of Health are now going to do a media stand up to announc s 9(2)(a) [redacted] death and tomorrow's case numbers.

The Director of Public health is likely to say that s 9(2)(a) [redacted] d underlying health conditions, without going into details and tha s 9(2)(a) [redacted] who had recently been moved from Rosewood to Burwood.

They wanted us to do something (i.e. a live streamed media standup with Ramon Pink and Sue N) locally as well, but I have managed to avoid that for now.

kvd

s 9(2)(a) [redacted]
From
Sent: Thursday, 9 April 2020 6:16 p.m.
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: RE: family of the s 9(2)(a) [redacted]

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Hi there
Probably Anna William [redacted] She is still @ work.
Cheer [redacted]

From: Karalyn van Deursen
Sent: Thursday, 9 April 2020 5:21 PM
To [redacted]
Subject: family of the [redacted]

H [redacted] as the death o [redacted] is likely to be announced tomorrow by the D G - still tbc - but wanted to give them a heads up.
Who is the best liaison person?
Is there a social worker I can have a chat with?

Ngā mihi

Karalyn van Deursen
Executive Director Communications
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
T: +64 3 364 4103 or ext. 62103| M: 027 531 4796

Values – *A matou uara*
Care and respect for others – *Manaaki me te kotua i etahi*
Integrity in all we do – *Hapai i a matou mahi*
Responsibility for outcomes – *Kaiwhakarite i ka hua*

<image001.png>

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Rochelle Audeau

From: Dan Coward
Sent: Thursday, 9 April 2020 8:41 PM
To: Mardi Postill; Richard Scrase; Janette Dallas; ECC Manager (CDHB); Diana Gunn; Mary Gordon (Executive Director of Nursing); Alison Watkins; Karalyn van Deursen; ECC Welfare (CDHB); Kylie Harpur; ECC Controller (CDHB); Alan Pithie; Sarah Berger; Sarah Metcalf; Becky Hickmott; Joshua Freeman; Ramon Pink
Cc: David Meates
Subject: Rosewood Plan and activity
Attachments: ECC Rosewood work stream.docx

Categories: Completed

Hello Everyone

After a lot of conversations and days of activity this is summary of action plan of all activity undertaken, in process or needed.

We are looking to undertake the move of the 20 hospital level care residents to other ARC facilities (and while I don't have the list of facilities etc) these are being provided by P&F.

There are actions needed and there is ongoing coordination and planning of activities.

I want to thank everyone who has been keeping the facility operating, the planning and staffing, right through feeding and showering, thank you.

Dan Coward - Incident Controller - Emergency Coordination Centre, Canterbury & West Coast DHBs
General Manager Older Persons Health, Community & Rehabilitation Services
General Manager Orthopaedics Canterbury & West Coast District Health Board

Values – Ā Mātou Uara
Care and respect for others - Manaaki me te whakaute i te tangata | Integrity in all we do - Hāpai i ā mātou mahi katoa i runga i te pono | Responsibility for outcomes - Te Takohanga i ngā hua

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ECC Rosewood work stream **Date:9/4/2020 5.30pm (Yellow highlighted updates)**

Workstream Purpose: To reduce double up ECC efforts, ensure consistency in tactics and assist in preparation of an overarching CDHB pandemic response plan for vulnerable ARC Facilities.

Strategy: Keep Rosewood residents' safety on site in a stable environment until permanent Rosewood staff can return to work. Safe rostering practices for nursing staff.

Action to date:

- 20 residents have been transferred from the affected wing to ward GG at Burwood Hospital with nursing & meals managed by CDHB and medical cover from General Practitioner.
- Staff from Rosewood have been stood down and transferred into isolation either at home or via CPH processes into hotel.
- Manager has exited the facility on 9th April.
- Alison Watkins in place as facility manager as of 9th April
- Breach of Contract notice was sent to facility owners 9th April from CDHB GM Planning and Funding
- Decision made to move the 20 hospital level patients into other appropriate ARC facilities.
- Swabs for Covid testing, taken 9 April from 3 patients in dementia wing with febrile but potentially non covid conditions
- Swabs for Covid testing taken 9 April from all 20 patients in hospital level care wing. (To help facilitate transfer to other ARC facilities)
- All Staff to wear masks and can wear any other appropriately worn PPE gear as necessary. All available on site.

Emerging Issues:

One patient deteriorating? swabbing to eliminate Covid

1030 9/4 unsustainable rosters as people do not turn up for shifts. Issues of mixed messaging and previous lack of leadership. Update meeting planned for 1230/

Response Plan: 9/4/2020 5.30pm

Action	Who	When	Update
Ongoing management of staffing for weekend	ECCStaffing		
NZNO concerns and lists of requirements	Controllor/ ECCStaffing	Completed	Email confirmation received from NZNO they are supportive all measure have been taken to ensure safe work place and practises and endorse nurses working at Rosewood.
PPE	ECCLogs	delivered	All onsite masks gloves
Hand sanitiser	ECClogs	delivered	Adequate supplies onsite
[redacted] s9(2)(a)	ECCStaffing		
Working towards a comprehensive roster for Easter	ECCStaffing		

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IPC Training for new staff with IPC team and online video links	IPC ECC Staffing		
Swabs taken of patients in dementia wing with febrile conditions	IPC team	Thursday 2pm	
Identification and discussions with other ARC facilities with capacity to receive patients	P&F	Initiated	
Email to go to families from Rosewood email address. Explaining situation		Delivered 5pm	
Planning and funding team to call all families	Mardi and Richard	COB	
Clinical assessors to start calling in morning with hopefully some identified ready for discharge	Community teams to initiate	Friday PM	
Transport of patients	ECC Logistics		St John Ambulance notified and can initiate on request daily- Chris Haines 0272218833
Patients moved			

Response plan: from 6-9th April 1230 pm

Function	Issue	Mitigation decided	Actions required	Allocated to	Update 7/4/2020	Update 8/4 6pm	9/4 1230
Laundry	1. Dementia unit no hot water. 2. Other 2 pods have functioning laundry but no staff to manage.	CDHB to manage laundry until staff can return and Rosewood fixed issue with other laundry	Task CDHB to instigate laundry service for linen and patient clothes	Logistic	Drop off of additional linen 8/4 and first pick up of dirty linen and clothes.	• Some dirty linen not collected/ previously banked up. • Require trolleys for distribution and separation • Confirmation of cover over Easter to be actioned	• CLS to continue • Trolleys delivered
Food	Kitchen no functioning due to lack of staff	CDHB to supply breakfast lunch and dinner (BLD)	None	Support Services (SS)	BLD supplied and delivered managed by Well Food	• Confirmation of delivery times	HMTN Confirms lunch delivered at approx. 11.45

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	education	Teaching staff	Confirmation of appropriate PPE and Iso for staff and patients once tested	IPC			
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Medical	Clinical assessments for receiving ARC facilities		Create set of guidelines				
	0800 # for GP support						

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Out of Scope

[redacted]

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Rosewood Workstream:

- Decision made 9/4 to relocate the hospital level care patients permanently to other ARC facilities. On site will be only 1 dementia wing.
- Fresh supply of linen delivered 8/4/2020 with ongoing linen and patients' clothes being managed b[redacted] Linen delivery - Dirty Pick Up 06:30- Clean Drop off between 09:00 and 10:00- CLS request that trolleys are placed outside the gates at 06:00
- Terminal clean was booked for Friday 10th 2pm asked to be bought forward to 9/4 due to supplies being held within this wing and potential need for isolation wing- bit at COB Thursday not completed.
- Rosewood staff in isolation managed with some at home and 6 vis CPH process.
- PPE procedures in place

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Out of Scope

[redacted]

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ECC Controller/Manager Handover Document Friday 10/4/2020

Out of Scope

[redacted]

Rosewood Workstream:

- Decision made 9/4 to relocate the hospital level care patients permanently to other ARC facilities. On site will be only 1 dementia wing.
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- Rosewood staff in isolation managed with some at home and 6 vis CPH process.

- PPE procedures in place

Out of Scope [redacted]

Whats Outstanding

Out of Scope [redacted]

Rochelle Audeau

From: Dan Coward
Sent: Friday, 10 April 2020 7:10 AM
To: ECC Controller (CDHB)
Subject: FW: Updated comms pack for Rosewood Phase 2 - Relocating hospital level residents
Attachments: COVID-19 - Don't bring it home - 01042020.pdf; IP&C COVID-19 PPE advice - Putting on PPE.pdf; IP&C COVID-19 PPE advice - Removing PPEx.pdf; Comms pack for Rosewood Phase 2 - Relocating hospital level residents from Rosewood to alternative hospital level care ARC facilities in Canterbury.docx

Categories: Completed

From: Karalyn van Deursen
Sent: Thursday, 9 April 2020 11:47 p.m.
To: Haidee Scott <Haidee.Scott@cdhb.health.nz>; Janette Ang <Janette.Ang@cdhb.health.nz>; Greta Bond <Greta.Bond@cdhb.health.nz>; Karen Dennison <Karen.Dennison@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; Sarah Pullinger <Sarah.Pullinger@cdhb.health.nz>; Ross Meade <Ross.Meade@cdhb.health.nz>; Andrea Davidson (Planning & Funding) <Andrea.Davidson2@cdhb.health.nz>; Hayley Cooper <Hayley.Cooper@cdhb.health.nz>; Janette Dallas <Janette.Dallas@cdhb.health.nz>
Cc: Dan Coward <Dan.Coward@cdhb.health.nz>; Jan Van der heyden <Jan.Vanderheyden@cdhb.health.nz>; Sue Nightingale <Sue.Nightingale@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Renee Parsons <Renee.Parsons@cdhb.health.nz>
Subject: Updated comms pack for Rosewood Phase 2 - Relocating hospital level residents

Kia ora koutou

Pls find attached an updated comms pack which incorporates the following:

1. Draft media release
2. Phone script for those phoning families of the 25 residents moving to alternative hospital level care + draft FAQs
3. Notice to go on the Rosewood Website
4. Draft letter for staff who are volunteering to work at Rosewood [can be adapted for Out of Scope [redacted]
5. Talking points for managers of CDHB staff
6. FAQs for staff who are being asked to be redeployed
7. FAQs for staff who have agreed to be redeployed
8. Letter to families of Rosewood residents who will be remaining in the dementia unit at the rest home
9. Advice for acting manager of Rosewood
10. Appendix 1: Guidance on redeployment between facilities
11. Attachments: Donning PPE; Doffing PPE; Don't take it home – practical advice on keeping you and your whanau safe.

Happy to make final tweaks & changes in the morning. Haidee and I will both be in and Renee will be picking up media queries.
We envisage there will be a large number of media enquiries after the Director of Public Health, Dr Caroline McElnay's media briefing/announcement when she announces the fact that one of the relocated residents died today.
We will be preparing a detailed briefing for her in the morning.

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Cheers
Kvd

Ngā mihi

Karalyn van Deursen
Executive Director Communications
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
T: +64 3 364 4103 or ext. 62103| M: 027 531 4796

Values – *A matou uara*
Care and respect for others – *Manaaki me te kotua i etahi*
Integrity in all we do – *Hapai i a matou mahi*
Responsibility for outcomes – *Kaiwhakarite i ka hua*

Unite against COVID-19

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From: Karalyn van Deursen
Sent: Thursday, 9 April 2020 5:38 p.m.
To: Haidee Scott <Haidee.Scott@cdhb.health.nz>; Janette Ang <Janette.Ang@cdhb.health.nz>; Greta Bond <Greta.Bond@cdhb.health.nz>; Karen Dennison <Karen.Dennison@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; Sarah Pullinger <Sarah.Pullinger@cdhb.health.nz>; Ross Meade <Ross.Meade@cdhb.health.nz>; Andrea Davidson (Planning & Funding) <Andrea.Davidson2@cdhb.health.nz>; Hayley Cooper <Hayley.Cooper@cdhb.health.nz>; Janette Dallas <Janette.Dallas@cdhb.health.nz>
Cc: Dan Coward <Dan.Coward@cdhb.health.nz>; Jan Van der heyden <Jan.Vanderheyden@cdhb.health.nz>
Subject: RE: Rosewood move 2 comms documents

Hi – I don't think you will have access, so will send through separately.

kvd

From: Haidee Scott <Haidee.Scott@cdhb.health.nz>
Sent: Thursday, 9 April 2020 5:20 p.m.
To: Janette Ang <Janette.Ang@cdhb.health.nz>; Greta Bond <Greta.Bond@cdhb.health.nz>; Karen Dennison <Karen.Dennison@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; Sarah Pullinger <Sarah.Pullinger@cdhb.health.nz>; Ross Meade <Ross.Meade@cdhb.health.nz>; Andrea Davidson (Planning & Funding) <Andrea.Davidson2@cdhb.health.nz>; Hayley Cooper <Hayley.Cooper@cdhb.health.nz>; Janette Dallas <Janette.Dallas@cdhb.health.nz>
Cc: Dan Coward <Dan.Coward@cdhb.health.nz>; Jan Van der heyden <Jan.Vanderheyden@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: Rosewood move 2 comms documents

Hi all, I've diligently saved everything thus far into this folder (hopefully you all have access...):

S:\PMHDataLink\Division\CEO\Common\Communications Team\Coronavirus Jan 2020\ARC\Rosewood documents\Hospital-Level Patient Move

I'm heading home but will check emails as soon as I get there.

Ngā mihi

Haidee Scott
COVID-19 Communications (Contractor)
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
s 9(2)(a) [redacted]

Values – *A matou uara*
Care and respect for others – *Manaaki me te kotua i etahi*
Integrity in all we do – *Hapai i a matou mahi*
Responsibility for outcomes – *Kaiwhakarite i ka hua*

Unite against COVID-19

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COVID-19 — *Don't bring it home*

Advice for health care workers

Avoid carrying personal items into clinical work places e.g. wallet.
Leave bag in staff only area.

Maintain >2m distancing in communal work areas.

Wear home clothes and shoes to work.

Change into work clothes/ uniform and work shoes (as applicable) at work.

Don't eat food in clinical areas.

Store food away from clinical work spaces.

Personal phone – keep in own bag in staff only area.

Work phone – clean frequently with an alcohol based wipe. Do not use in patient rooms.

Follow approved PPE recommendations and perform hand hygiene frequently.

End of day:

Clean shoes with detergent and water.

Place work clothes/uniform in plastic bag to take home.

Wash hands and arms with soap and water or shower if desired – NOTE: don't stop on way home if not showered and changed – shower and change before visiting other essential services.

Change into home clothes and shoes.

When you get home:

Leave shoes outside or in a designated area.

Place work clothes from plastic bag into washing machine.

Wash hands with soap and water and dry thoroughly.

Launder and dry clothes as normal.

For the latest information check the Ministry of Health website www.health.govt.nz/COVID-19

West Coast – District Health Board – Te Poari Hauora a Rohe o Tai Poutini

Canterbury District Health Board Te Poari Hauora ō Waitaha

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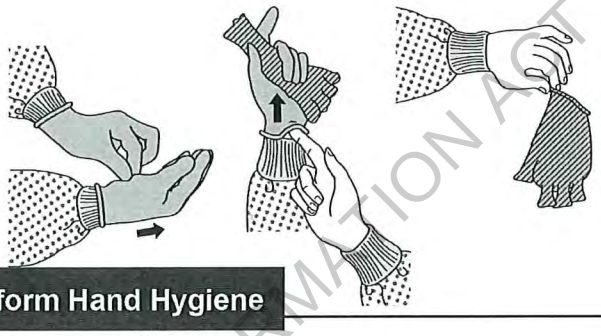
HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE)

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container



Perform Hand Hygiene

2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

Perform Hand Hygiene

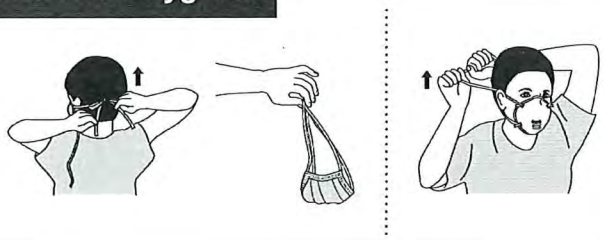
3. GOWN

- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container

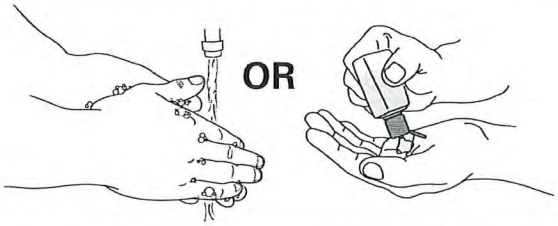
Perform Hand Hygiene

4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE

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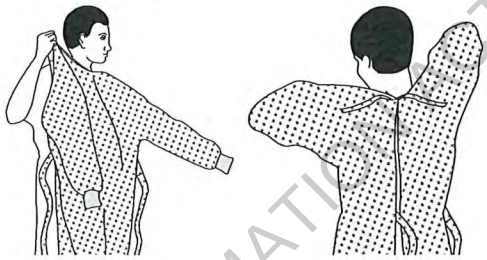
SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator

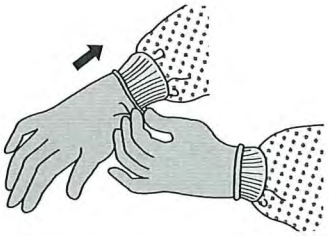
3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit

Perform Hand Hygiene

4. GLOVES

- Extend to cover wrist of isolation gown



USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene

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Comms pack for Rosewood Phase 2: Relocating hospital level residents from Rosewood to alternative hospital level care ARC facilities in Canterbury

V1 – 9 April 2020 – noting some items (website notice and phone script have been signed off) kvd

*Need to confirm numbers of residents moving to alternative hospital level care.

This document contains:

1. Draft media release
2. Phone script for those phoning families of the 25 residents moving to alternative hospital level care + draft FAQs
3. Notice to go on the Rosewood Website
4. Draft letter for staff who are volunteering to work at Rosewood [can be adapted for George Manning]
5. Talking points for managers of CDHB staff
6. FAQs for staff who are being asked to be redeployed
7. FAQs for staff who have agreed to be redeployed
8. Letter to families of Rosewood residents who will be remaining in the dementia unit at the rest home
9. Advice for acting manager of Rosewood
10. Appendix 1: Guidance on redeployment between facilities
11. Attachments: Donning PPE; Doffing PPE; Don't take it home – practical advice on keeping you and your whanau safe.

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District Health Board
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DRAFT

MEDIA RELEASE

10 April 2020

Additional 25 residents from the hospital level wing to be moved from Rosewood Rest Home & Hospital

Following ongoing challenges finding replacement staff for Rosewood Rest Home & Hospital, Canterbury DHB's Chief Executive, David Meates has authorised the relocation of 24 Rosewood residents currently in Rosewood's hospital-level care wing along with one other person from Rosewood's remaining dementia wing who now needs hospital level care.

In total, a group of 25 residents will move to new homes in other aged care facilities that provide hospital level care.

It's planned that they will move progressively to their new Rest Homes from today through until the end of next week.

"Families have been contacted and are centre of our discussions as decisions are made on where they'd like their family member to move to. Thankfully there are a number of rest homes who provide hospital level care and have rooms available at present. We expect all residents from Rosewood's Hospital level wing will be safely relocated to a new rest home by the end of next week.

"We know this is disruptive for both residents and their whanau, but under the present circumstances it is the safest option when we are unable to find appropriate staff to work at Rosewood and provide care to this group of vulnerable older people.

"Canterbury DHB will arrange for each resident and their possessions to be relocated.

"Once this group of 25 residents has been relocated a further 19 residents will remain at Rosewood in its Level 3 (?) dementia unit. We are confident that we will have sufficient staff to care for these remaining patients, until such time that some of the original Rosewood staff will be out of their isolation period and cleared to return to work.

David Meates said as of today no further cases of COVID-19 have been confirmed at Rosewood.

"Our utmost priority is to keep residents safe," David Meates said.

ENDS

Editor's note: Earlier this week 20 dementia patients were relocated from Rosewood to Burwood Hospital where they could safely isolate as a group. Our media release on this move is here.

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As at Saturday morning 10 April there are 20 cases of COVID-19 linked with the Rosewood cluster. This comprises xx staff and xx patients and a mix of confirmed and probable cases.

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2. Script to call next of kin of residents in the hospital care-level wing (and 1 resident from the dementia wing) at Rosewood Rest Home & Hospital, to inform the relocation of this group to other ARC facilities within Canterbury

1. Good morning, my name is _____(name)_____
2. and I'm calling from the Canterbury District Health Board.
3. Am I talking to _____(name of NOK)_____? (make SURE correct person on the phone)
4. I'm calling because you're the next of kin for _____(name of resident)_____, . We will have called you earlier this week, and I'm calling to update you on the current situation.
5. I need to inform you that _____(name of resident)_____ and 24 other people will be moved over the coming week from Rosewood to other care facilities around Canterbury.
6. This is not because we have concerns around Covid-19 for this group, it is a question of staffing. As you know, all of Rosewood's usual staff are in isolation, including the manager. They are having difficulty finding replacement staff, so for the safety of residents, a decision has been made to move 24 residents from Unit One to other care facilities.
7. We strongly feel that moving to another rest home which provides hospital-level care is in the best interests of _____(name of resident)_____. It will ensure they are well looked after, and that they will have access to hospital-level care.
8. We currently have hospital level beds available at the following facilities:
   aaaaaaaaaa
   bbbbbbbbb
   cccccccccc
   ddddddddd

   More information on each of these, including recent audits is available on the Eldernet website, however we need to make a decision within the next (xxx time period).
   We'll give you some time to consider the options – when would suit you to call you back?
9. The same rules around visiting will apply – that is, no visits are currently possible, under New Zealand's alert level 4. [New facility] will have your details and you will be alerted if _____(name of resident) is unwell. You can call _____[the facility] at any time.
10. We realise this may be worrying news. We will keep you up to date with any new developments, and please feel free to call us with any concerns, at any time.

    I will leave you with two contacts to call:
    a. _____ [name, title and phone number of person caring for person]
    b. _____ [name, title and phone number of person planning the move]
11. Do you have any questions?

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Possible questions: answers tbc.

Is this a permanent move?

That's up to you. We don't know how long it will be until Rosewood can offer sustainable hospital level staffing. Knowing what an upheaval it is for an older person to move, we often find that once they are settled in their new environment and routine they are not keen to move again.

Can I take them home?

[Name of person] has been assessed as needing hospital level care and their needs will be met by the care team at [name of facility].

How long will this last?

We don't know how long this will last or when (name) will be able to return to Rosewood

Is [name of person] sick?

No, but they still require hospital level care. At present no one in the hospital level care unti at Rosewood is showing any symptoms of Covid-19.

When my family member moves will there be any additional charges (premium room etc)?
[Name of facility] is happy to call to discuss this further with you. No one should be financially disadvantaged by this move.

Who will ensure their possessions are all packed up and moved with them to the new facility?
This will be managed by DHB staff and nursing staff who have been brought in to help.

Do we have to pay to have mum/dad to be transported to the new facility?
No, the DHB will pick up this cost, and we are working closely with St John to ensure a safe and smooth transfer of each resident.

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3. Notice to go on Rosewood's website:

Notification from Canterbury DHB:

Planning for relocation of Hospital-level Care residents currently living at Rosewood Rest Home and Hospital

We have been experiencing ongoing difficulties finding replacement staff for Rosewood Rest Home and Hospital.

As you know, cases of Covid-19 within one wing of the facility has led to all staff being required to self-isolate, with residents from the affected wing being temporarily moved to a ward at Burwood Hospital where they can isolate together.

Unfortunately, it has been impossible to find sufficient appropriately-qualified replacement staff to safely care for all the remaining residents at Rosewood.

Because of this, we have made the decision to move the residents currently at Hospital Level of Care (those in unit 1) at the facility to other Aged Residential Care Facilities. This is a group of 25 people.

This action is not due to any concerns about Covid-19 within this group of residents.

We are currently identifying places at other facilities who will be able to accept these Hospital Level residents and will be contacting next of kin to discuss this.

Once potential homes for these residents have been identified, we will again contact families to consult them on their preferences among the options available for their loved one, and Canterbury DHB will manage transfers for these residents to their new hospital-level accommodation.

If you have not heard from us by Saturday 11 April please call: Janice Lavelle, Service Manager on

s 9(2)(a) [redacted]

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4. Letter for agency and CDHB staff asked to work at Rosewood and George Manning

V1 – for Rosewood – will need to do a different version for Out of Scope [redacted]

Thank you for agreeing to assist with the care of residents at Rosewood Rest Home & Hospital

This is a difficult time for all, and it's only natural to have some concerns.

We wish to assure you that your safety and welfare, along with that of the residents, is our priority.

We have taken the following steps:

- A new temporary manager 9(2)(a) [redacted] is now running Rosewood 9(2)(a) [redacted] is an experienced service manager from Canterbury DHB
- Additional PPE supplies have been provided to ensure good stock levels are available
- Training to ensure PPE requirements, as recommended by Canterbury DHB microbiologist, Dr Josh Freeman, are adhered to at each facility to ensure your safety.
- Extensive training is available to all staff, existing and temporary, on the safe and correct use of PPE. You can access this by clicking here. There are also videos and fact sheets regarding donning and doffing PPE in the dedicated 'clean' and 'dirty' areas which will be available at the Rest home.
- Additional cleaning and disinfection is underway, and an ongoing cleaning regime is underway to ensure high standards of hygiene are maintained.
- Experts from the Canterbury DHB Infection Prevention and Control Service (IPC) are overseeing processes to prevent further spread of infection.

We wish to stress that your safety is also your responsibility. We ask that you carefully follow all guidance and recommendations provided, and that you adhere to appropriate hygiene and physical distancing measures. For further information on the appropriate hygiene measures, please refer to Your five moments

There is sufficient PPE and alcohol-based hand rub available at the facility.

Please note, you may nurse residents who have no symptoms of COVID-19, and also residents who are asymptomatic but have been swabbed (as a precaution only). There are slightly different PPE requirements for each group, but you will be advised what is required for each resident and will receive refresher training on your arrival as needed.

As there are no positive cases of COVID-19 amongst the current residents, you should not have any concerns about going home to your family/ or flatmate 'bubble' – please follow the suggested regime in the 'Don't take it home' poster attached as Appendix 2.

Also please remember that anyone call or text 1737 any time to talk to a qualified counsellor free of charge. Your confidentiality is assured.

Finally, on behalf of the residents' families, thank you for responding to our call for staff. Your dedication and compassion for some of the most vulnerable in our community is very much appreciated.

Yours sincerely

[Sign off]

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5. Talking points for managers of Canterbury DHB staff

- The quickly evolving COVID-19 response is seeing the need for some staff to self-isolate following exposure to COVID-19.
- This has happened over the weekend in relation to the Rosewood Rest Home, where a number of staff now need to self-isolate.
- In a small facility like this, having to release a large number of staff to self-isolate means the DHB needs to find replacement staff at very short notice to temporarily fill staffing gaps to ensure safe and appropriate care for the rest home's residents.
- We need staff to help with providing care to the 19 residents who are remaining at Rosewood. These 19 residents have not had contact with the 20 people who moved to Burwood early last week – they are not considered 'close contacts'. However, as per protocols for essential staff working with vulnerable people, staff must adhere to the PPE protocols for working in a COVID-19 environment.
- The remaining residents are across two units, however 25 people in hospital level care, will be relocated to alternative rest homes over the coming week. Those remaining in the Level D3 ??? dementia unit have been secured and away from the group of 20 residents who tested positive or were probable cases.
- Relief staff will be assigned to work in one unit only – they will not be asked to move between the two units.
- Five Rosewood staff have been cleared by Community and Public Health to continue working in the rest home.
- The health and safety of staff is our top priority.
- Since some of the residents were moved to Burwood, we have undertaken the following steps to minimise risk at Rosewood Rest Home for the remaining residents and staff working there:
    - The DHB has appointed an experienced DHB service manager, 9(2)(a) [redacted] as temporary manager to support the rest home in managing the welfare of the rest home's current staff, adopting the new required standards of care for managing COVID-19 cases, and ensuring orientation and training in PPE use in particular is maintained to the highest standards
    - Experts from the Canterbury DHB Infection Prevention and Control Service are working with the facility to assist them with adherence to current standards and guidelines to prevent further spread of infection
    - Additional cleaning and disinfection is being undertaken to decontaminate the environment
    - Additional PPE supplies have been provided to the facility by the Canterbury DHB, including gowns and masks, protective safety glasses and gloves.
- This redeployment arrangement is temporary, and will finish once permanent Rosewood Rest Home staff have completed the required period of self-isolation and are cleared to return to work.
- Upon completion of a staff member's temporary redeployment, staff can return to their usual place of work providing:
    - they have followed the guidance on PPE use, and adhere to appropriate hygiene and physical distancing measures
    - there has not been a breach of PPE or suspected exposure to COVID-19 for which proper safety measures were not taken, and
    - they are not exhibiting any symptoms of COVID-19 based on the expanded case definition HERE *[links to Ministry website]*.
- Our information sheet COVID-19 – Don't bring it home: Advice for health care workers visiting patients with suspected or known COVID-19 *[links to CDHB intranet]* has all the steps

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staff need to take to ensure the safety of their whānau when they return to their home bubble.

- For more information, refer to the Guidance on staff movement to other facilities, including ARC facilities *[links to CDHB intranet]*.
- This redeployment approach is supported by a set of guidelines informed by Infection Prevention and Control, Infectious Diseases, Microbiology and Occupational Health and best evidence-based practice.

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6. FAQs for staff being asked to be redeployed

I have been asked to work in an area where there is a COVID-19 outbreak – do I have the option to say no?
Redeployment outside of the DHB is by consultation with the staff member and it is their choice whether to redeploy. If we are asking a staff member to redeploy within the DHB, so long as it is to perform the same or similar role, they cannot say no.

Commented [JW1]: To be approved by P&C and ER

I have agreed to work in an area with a COVID-19 outbreak that is not my usual place of work. Am I able to work in both the COVID-19 area and my usual workplace/ward?
Upon completion of your temporary redeployment, you can return to your usual place of work providing:

- you have followed the guidance on PPE use, and adhere to appropriate hygiene and physical distancing measures
- there has not been a breach of PPE or suspected exposure to COVID-19 for which proper safety measures were not taken, and
- you are not exhibiting any symptoms of COVID-19 based on the expanded case definition HERE.

7. FAQs for staff agreeing to be redeployed

What if a resident I care for becomes unwell?
If a resident develops symptoms such as a cough, sore throat, shortness of breath, sneezing and runny nose or temporary loss of smell:

- Isolate the resident immediately in their room on enhanced contact and droplet precautions
- Set up a PPE station outside their room with surgical masks, gloves, gowns and eye protection
- Contact either the resident's GP, the PPC Nursing Team, or the on call out of hours Microbiologist/Infectious Disease Physician via Christchurch Hospital Switchboard who will assess and arrange screening if needed
- Dispose of all used PPE in yellow clinical waste bags, apart from eye protection which is to be placed into a receptacle and then cleaned and disinfected after each use
- Remove dirty PPE in the resident's room by the door and be sure to clean your hands after removing each piece of PPE.

What should I do if I start to feel unwell?
At the start of each shift, your signs and symptoms and temperature will be checked.
If you become unwell, you are not to work.
Instead:

- Go or stay at home
- Contact your GP, Healthline and the on-call Infection Prevention and Control micro/ID team on call.

How do I protect myself from the risk of getting COVID-19?

- Follow the guidance provided to you on the correct way to don and doff PPE
- Maintain safe physical distancing (at least two metres) from other staff where possible.

How do I protect my family when I return home?

Follow the advice in the information sheet COVID-19 – Don't bring it home: Advice for health care workers visiting patients with suspected or known COVID-19

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8. Rosewood Rest Home – letter to families of residents who will be staying in the dementia unit at Rosewood – sent from 9(2)(a) [redacted] **via email**

10 April 2020

Dear [insert name]

Level 3(?) dementia patients to stay put at Rosewood with additional staff brought in to ensure safe care

Things have progressed rapidly since we were first advised of a positive case of COVID-19 at Rosewood on Friday 3 April.

At the time of writing this update, due to difficulties finding staff to work in the hospital level care area we have made the decision to also relocate the 24 hospital level care residents along with one person from the D3? dementia unit (as they now require hospital level care.)

Unfortunately, despite our best endeavours we have been unable to secure appropriately qualified and experienced staff to relieve in ?unit 1? the hospital level care unit so we have made the difficult decision to relocate these 25 residents to alternative rest homes who offer hospital level care.

As always the ongoing wellbeing of your loved one, and the safety of the staff who are working in this healthcare environment is our primary concern.

I am pleased to report that we have secured sufficient staff to continue to provide care for your loved one at Rosewood – they don't need to be moved.

To ensure that residents who remain at the rest home have continuity of care, Canterbury DHB is providing a combination of its own and agency staff to help out until Rosewood's own staff are cleared to return to work.

I would like to take this opportunity to reassure you that it is our collective mission to ensure the highest standards of Infection Prevention and Control throughout Rosewood.

We have ensured staff know what is expected of them in relation to personal protective equipment and that they have the necessary supplies and appropriate space to put on and remove their protective equipment as required.

If you have any questions or ongoing concerns, please channel them through the facility manager and we will respond either on an individual basis, or as part of a general update depending on the question.

Please don't hesitate to get in touch if you have any questions.

Stay safe at home.

Nga mihi

s 9(2)(a) [redacted]

Acting manager, Rosewood Rest Home

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9. Advice for the acting manager

Please brief whoever answers the phone/emails to refer media queries to you – or forward on to the DHB communications team: communications@cdhb.health.nz or call Karalyn van Deursen 027 531 4796

Please make it clear to all staff that if a reporter calls, whoever takes the call should say that they can't comment and will get someone to call them back. Please ask them to take down the reporter's name and phone number and let you (the manager) know.

Please be prepared to receive enquiries from families as you normally would, but don't hesitate to escalate them via the contact above if you need assistance in responding to them.

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Appendix 1: Guidance on redeployment between facilities
Sent on behalf of Sue Nightingale, ECC Controller (CDHB) and Michael Frampton, Chief People Officer

Kia ora koutou,
We know that our quickly evolving COVID-19 response will see staff self-isolating following exposure to COVID-19. These impacts on staffing numbers in parts of our health system may be significant and require us to move people between facilities temporarily to fill staffing gaps. We have developed a set of guidelines informed by Infection Prevention and Control, Infectious Diseases, Microbiology and Occupational Health. These will be reviewed frequently as new information becomes available and informed by best evidence-based practice.

Ngā mihi, Sue Nightingale, ECC Controller (CDHB)
Michael Frampton, Chief People Officer

Guidance on Redeployment Between Facilities
The Canterbury and West Coast COVID-19 Response may require staff to be temporarily redeployed to other DHB facilities or Aged Residential Care (ARC) Facilities.

To ensure we are taking a consistent approach across our health systems and protecting your health and safety, staff must:

- agree to be redeployed between facilities following a conversation with their manager,
- follow the guidance for PPE use, and
- adhere to appropriate hygiene and physical distancing measures.

Upon completion of their temporary redeployments, staff can return to their usual place of work provided they have:

- followed the above guidance, and
- there has not been a breach of PPE or suspected exposure to COVID-19 for which proper safety measures were not taken, and
- they are not exhibiting any symptoms of COVID-19 based on the expanded case definition HERE.

If staff member is deployed to a Category 1 Work Zone (High Risk of COVID-19 Exposure):

- they must have been cleared to work in Category 1 Work Zones by Occupational Health i.e. they do not have an underlying medical vulnerability or condition, and
- they need to self-monitor for symptoms including fever and immediately self-isolate and notify their manager in the event they do have symptoms, and
- refer to information on keeping ourselves and whānau safe by not Bringing COVID-19 Home HERE.

If you have any questions, please contact the ECC on ECCCovidStaffing@cdhb.health.nz. This guidance is available HERE for reference. If you need support for any reason, please find support options HERE.

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Rochelle Audeau

From: Dan Coward
Sent: Friday, 10 April 2020 7:09 AM
To: Sue Nightingale; Megan Gibbs; Rochelle Audeau
Cc: ECC Controller (CDHB); Jan Van der heyden; Kylie Harpur
Subject: Remaining updates from ECC controller inbox

Here is the remainder based on the emails in the inbox marked reddy pink

Out of Scope

[redacted]

Dan Coward
General Manager Older Persons Health, Community & Rehabilitation Services
General Manager Orthopaedics Canterbury & West Coast District Health Board

Kylie Harpur PA kylie.harpur@cdhb.health.nz
Te Whare Toa Takitini | Burwood Hospital | Canterbury District Health Board
T: +64 3 3377783 or ext: 66853 M s 9(2)(a) [redacted]
www.cdhb.health.nz | www.westcoastdhb.org.nz

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West Coast

Values – Ā Mātou Uara
Care and respect for others - Manaaki me te whakaute i te tangata | Integrity in all we do - Hāpai i ā mātou mahi katoa i runga i te pono | Responsibility for outcomes - Te Takohanga i ngā hua

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Out of Scope

[redacted]

Dan Coward
General Manager Older Persons Health, Community & Rehabilitation Services
General Manager Orthopaedics Canterbury & West Coast District Health Board

Kylie Harpur PA kylie.harpur@cdhb.health.nz
Te Whare Toa Takitini | Burwood Hospital | Canterbury District Health Board
T: +64 3 3377783 or ext: 66853 M [redacted] s 9(2)(a)
www.cdhb.health.nz | www.westcoastdhb.org.nz

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Rochelle Audeau

From: Dan Coward
Sent: Friday, 10 April 2020 7:15 AM
To: ECC Controller (CDHB)
Subject: FW: Redeployment to Rosewood-URGENT

Categories: Completed

As a FYI from meeting with NZNO and our response.

From: Janette Dallas
Sent: Thursday, 9 April 2020 5:11 p.m.
To: s 9(2)(a) [redacted] @nzno.org.nz> s 9(2)(a) [redacted] @nzno.org.nz>
Cc: Gill Cowlishaw <Gill.Cowlishaw@cdhb.health.nz>; Jill Ardagh (nee Mora) <Jill.Ardagh@cdhb.health.nz>; Dan Coward <Dan.Coward@cdhb.health.nz>; Michael Frampton <Michael.Frampton@cdhb.health.nz>; Mary Gordon (Executive Director of Nursing) <Mary.Gordon@cdhb.health.nz> s 9(2)(a) [redacted] @nzno.org.nz>; Bernard Timings <Bernard.Timings@cdhb.health.nz>; Diana Gunn <Diana.Gunn@cdhb.health.nz>
Subject: RE: Redeployment to Rosewood-URGENT

Hi s 9(2)(a) [redacted]

Thanks for raising the concerns, these are also the issues we have been grappling with and have put things in place to resolve. In addition the plans we have put in place below (red) we have taken the following steps:

- A new temporary manage s 9(2)(a) [redacted] is now running Rosewood s 9(2)(a) [redacted] s an experienced service manager from Canterbury DHB
- Additional PPE supplies have been provided
- PPE requirements, as recommended by Canterbury DHB microbiologist, Dr Josh Freeman, are adhered to at each facility to ensure your safety.
- Extensive training is available to all staff, existing and temporary, on the safe and correct use of PPE. You can access this by clicking here. There are also videos and fact sheets regarding donning and doffing PPE in the dedicated 'clean' and 'dirty' areas which will be available at the Rest home.
- Additional cleaning and disinfection is underway, and an ongoing cleaning regime is underway.
- Provided more guidance and instruction to the kitchen staff on the preparation and delivery of meals.
- Experts from the Canterbury DHB Infection Prevention and Control Service (IPC) are overseeing processes to prevent further spread of infection

In answer to your concerns raised (and our own concerns) we have completed the below in red.

- Handover from previous shift – Staff members that have been there for the last two days are on the afternoon shift
- Sufficient PPE gear – We have had a CNS complete a stocktake this morning and there is now sufficient supplies
- Access to safe disposal of PPE or paper towels. – all rubbish bags have been supplied
- More hand sanitiser – supplies in stock sent out today
- Gloves are inadequate. Provide sufficient CDHB-quality gloves – as above
- Orientation - Clarity around medication tracking system and incident reporting. – we are aware and working on this
- Another staff member who has familiarity with aged care setting or similar. The handover for todays shift will be from one of the RN who is employed by Rosewood and she is prepared to give and extensive handover.
- Infection controls in place with non-care staff. – we have sent educational video's to staff and engaged with IPC on education

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- Clarity as to who is managing the site – we have taken over control of Rosewood and have pu[redacted] s 9(2)(a) in as manager s 9(2)(a)
- Senior Nurse on call they could contact for advice-maybe the DON/NDs? We can advise that [redacted] s 9(2)(a) s 9(2)(a) CNS Aged Care)
- Noting our expectation that MECA provisions will apply including payment of overtime for all hours worked over 8 hour shift and payment for less than 9 hr shift between shifts. We would expect that all staff will be paid based on the MECCA .
- Aware of one member who has taken annual leave in order to get sufficient break between shifts. This leave needs to be reinstated. We will ensure this is fixed

Please feel free to contact me should you have any further questions or you can contact [redacted] s 9(2)(a) s 9(2)(a)

We also have a 24 hr phone to the ECC Logistics staffing team [redacted] s 9(2)(a)

Ngā mihi nui - kind regards

Janette Dallas

Nursing Director Care Capacity Demand | Manawa 5th floor
M [redacted] s 9(2)(a) www.cdhb.health.nz
E: janette.dallas@cdhb.health.nz | PO Box 1234,
Christchurch

CCDM
Care Capacity
Demand Management
Safe staffing, healthy workplaces

Canterbury
District Health Board
Te Poari Hauora o Waitaha

Values – *A matou uara*
Care and respect for others - *Manaaki me te kotua I etahi*
Integrity in all we do - *Hapai i a matou mahi katoa i ruka i te pono*
Responsibility for outcomes - *Kaiwhakarite i ka hua*

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Rochelle Audeau

From: Valerie Fletcher
Sent: Friday, 10 April 2020 8:04 AM
To: Dan Coward; ECC Controller (CDHB); Sarah Metcalf; Janice Lavelle
Subject: URGENTRosewood Plan and activity

Categories: Completed

Please call me immediately about this plan . It needs to occur in a controlled manner with full IPC preparation of receiving facilities as DW Sarah Metcalf

Val

s 9(2)(a) [redacted]

On 9/04/2020, at 8:44 PM, Dan Coward <Dan.Coward@cdhb.health.nz> wrote:

Hello Everyone

After a lot of conversations and days of activity this is summary of action plan of all activity undertaken, in process or needed.

We are looking to undertake the move of the 20 hospital level care residents to other ARC facilities (and while I don't have the list of facilities etc) these are being provided by P&F.

There are actions needed and there is ongoing coordination and planning of activities.

I want to thank everyone who has been keeping the facility operating, the planning and staffing, right through feeding and showering, thank you.

Dan Coward - Incident Controller - Emergency Coordination Centre, Canterbury & West Coast DHBs
General Manager Older Persons Health, Community & Rehabilitation Services
General Manager Orthopaedics Canterbury & West Coast District Health Board

<image001.png>

<image002.png>

Values – Ā Mātou Uara
Care and respect for others - Manaaki me te whakaute i te tangata | Integrity in all we do - Hāpai i ā mātou mahi katoa i runga i te pono | Responsibility for outcomes - Te Takohanga i ngā hua

<ECC Rosewood work stream.docx>

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Rochelle Audeau

From: Haidee Scott
Sent: Friday, 10 April 2020 8:55 AM
To: Karalyn van Deursen; Janette Ang; Greta Bond; Karen Dennison; Mardi Postill; Sarah Pullinger; Ross Meade; Andrea Davidson (Planning & Funding); Hayley Cooper; Janette Dallas
Cc: Dan Coward; Jan Van der heyden; Sue Nightingale; David Meates; Renee Parsons
Subject: RE: Updated comms pack for Rosewood Phase 2 - Relocating hospital level residents
Attachments: Comms pack for hospital-level move V2.docx

Morena koutou, an updated version is attached.

From: Karalyn van Deursen
Sent: Thursday, 9 April 2020 11:47 p.m.
To: Haidee Scott <Haidee.Scott@cdhb.health.nz>; Janette Ang <Janette.Ang@cdhb.health.nz>; Greta Bond <Greta.Bond@cdhb.health.nz>; Karen Dennison <Karen.Dennison@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; Sarah Pullinger <Sarah.Pullinger@cdhb.health.nz>; Ross Meade <Ross.Meade@cdhb.health.nz>; Andrea Davidson (Planning & Funding) <Andrea.Davidson2@cdhb.health.nz>; Hayley Cooper <Hayley.Cooper@cdhb.health.nz>; Janette Dallas <Janette.Dallas@cdhb.health.nz>
Cc: Dan Coward <Dan.Coward@cdhb.health.nz>; Jan Van der heyden <Jan.Vanderheyden@cdhb.health.nz>; Sue Nightingale <Sue.Nightingale@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; Renee Parsons <Renee.Parsons@cdhb.health.nz>
Subject: Updated comms pack for Rosewood Phase 2 - Relocating hospital level residents

Kia ora koutou

Pls find attached an updated comms pack which incorporates the following:

1. Draft media release
2. Phone script for those phoning families of the 25 residents moving to alternative hospital level care + draft FAQs
3. Notice to go on the Rosewood Website
4. Draft letter for staff who are volunteering to work at Rosewood [can be adapted for George Manning]
5. Talking points for managers of CDHB staff
6. FAQs for staff who are being asked to be redeployed
7. FAQs for staff who have agreed to be redeployed
8. Letter to families of Rosewood residents who will be remaining in the dementia unit at the rest home
9. Advice for acting manager of Rosewood
10. Appendix 1: Guidance on redeployment between facilities
11. Attachments: Donning PPE; Doffing PPE; Don't take it home – practical advice on keeping you and your whanau safe.

Happy to make final tweaks & changes in the morning. Haidee and I will both be in and Renee will be picking up media queries.
We envisage there will be a large number of media enquiries after the Director of Public Health, Dr Caroline McElnay's media briefing/announcement when she announces the fact that one of the relocated residents died today.
We will be preparing a detailed briefing for her in the morning.

Cheers
Kvd

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Ngā mihi

Karalyn van Deursen
Executive Director Communications
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
T: +64 3 364 4103 or ext. 62103| M: 027 531 4796

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Care and respect for others – *Manaaki me te kotua i etahi*
Integrity in all we do – *Hapai i a matou mahi*
Responsibility for outcomes – *Kaiwhakarite i ka hua*

Unite against COVID-19

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From: Karalyn van Deursen
Sent: Thursday, 9 April 2020 5:38 p.m.
To: Haidee Scott <Haidee.Scott@cdhb.health.nz>; Janette Ang <Janette.Ang@cdhb.health.nz>; Greta Bond <Greta.Bond@cdhb.health.nz>; Karen Dennison <Karen.Dennison@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; Sarah Pullinger <Sarah.Pullinger@cdhb.health.nz>; Ross Meade <Ross.Meade@cdhb.health.nz>; Andrea Davidson (Planning & Funding) <Andrea.Davidson2@cdhb.health.nz>; Hayley Cooper <Hayley.Cooper@cdhb.health.nz>; Janette Dallas <Janette.Dallas@cdhb.health.nz>
Cc: Dan Coward <Dan.Coward@cdhb.health.nz>; Jan Van der heyden <Jan.Vanderheyden@cdhb.health.nz>
Subject: RE: Rosewood move 2 comms documents

Hi – I don't think you will have access, so will send through separately.

kvd

From: Haidee Scott <Haidee.Scott@cdhb.health.nz>
Sent: Thursday, 9 April 2020 5:20 p.m.
To: Janette Ang <Janette.Ang@cdhb.health.nz>; Greta Bond <Greta.Bond@cdhb.health.nz>; Karen Dennison <Karen.Dennison@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; Sarah Pullinger <Sarah.Pullinger@cdhb.health.nz>; Ross Meade <Ross.Meade@cdhb.health.nz>; Andrea Davidson (Planning & Funding) <Andrea.Davidson2@cdhb.health.nz>; Hayley Cooper <Hayley.Cooper@cdhb.health.nz>; Janette Dallas <Janette.Dallas@cdhb.health.nz>
Cc: Dan Coward <Dan.Coward@cdhb.health.nz>; Jan Van der heyden <Jan.Vanderheyden@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: Rosewood move 2 comms documents

Hi all, I've diligently saved everything thus far into this folder (hopefully you all have access…):

S:\PMHDataLink\Division\CEO\Common\Communications Team\Coronavirus Jan 2020\ARC\Rosewood documents\Hospital-Level Patient Move

I'm heading home but will check emails as soon as I get there.

Ngā mihi

Haidee Scott
COVID-19 Communications (Contractor)
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
s 9(2)(a)
M[redacted]

Values – *A matou uara*
Care and respect for others – *Manaaki me te kotua i etahi*
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Comms pack for Rosewood Phase 2: Relocating hospital level residents from Rosewood to alternative hospital level care ARC facilities in Canterbury

V2 – 10 April 2020 – noting some items (website notice and phone script have been signed off)

This document contains:

1. Draft media release
2. Phone script for those phoning families of the 20 residents moving to alternative hospital level care + draft FAQs
3. Notice to go on the Rosewood Website
4. Draft letter for staff who are volunteering to work at Rosewood [can be adapted for George Manning]
5. Talking points for managers of CDHB staff
6. FAQs for staff who are being asked to be redeployed
7. FAQs for staff who have agreed to be redeployed
8. Letter to families of Rosewood residents who will be remaining in the dementia unit at the rest home
9. Advice for acting manager of Rosewood
10. Appendix 1: Guidance on redeployment between facilities
11. Attachments: Donning PPE; Doffing PPE; Don't take it home – practical advice on keeping you and your whanau safe.

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Canterbury
District Health Board
Te Poari Hauora o Waitaha

DRAFT

MEDIA RELEASE

10 April 2020

Additional 20 Rosewood Rest Home & Hospital hospital-level residents to be moved

Following ongoing challenges finding replacement staff for Rosewood Rest Home and Hospital, Canterbury DHB's Chief Executive, David Meates has authorised the relocation of 20 Rosewood residents currently in the home's hospital-level care wing.

The residents will move to new homes in other aged care facilities providing hospital-level care over the next week.

"Families have been contacted and are central to our decision-making about where residents are moved to. Thankfully, there are a number of rest homes who have hospital-level rooms available. We expect all residents to be safely relocated to their new homes by the end of next week.

"We know this is disruptive for both residents and their whānau, but under the present circumstances it is the safest option while we're unable to find appropriate staff to work at Rosewood to provide care to this group of vulnerable older people.

"Once this group of 20 has been relocated, 24 residents will remain at Rosewood. We are confident we'll have sufficient staff to care for these remaining patients, until such time that some of the original Rosewood staff will be out of their isolation period and cleared to return to work.

David Meates said as of today no further cases of COVID-19 have been confirmed at Rosewood.

"Our utmost priority is to keep residents safe," David Meates said.

ENDS

Editor's note: Earlier this week 20 dementia patients were relocated from Rosewood to Burwood Hospital where they could safely isolate as a group. Our media release on this move is here.

As at Saturday morning 10 April there are 20 cases of COVID-19 linked with the Rosewood cluster. This comprises 8 staff and 12 patients and a mix of confirmed and probable cases.

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2. Script to call next of kin of residents in the hospital care-level wing at Rosewood Rest Home and Hospital, to inform the relocation of this group to other ARC facilities within Canterbury

1. Good morning, my name is _____(name)_____

2. and I'm calling from the Canterbury District Health Board.

3. Am I talking to _____(name of NOK)_____? (make SURE correct person on the phone)

4. I'm calling because you're the next of kin for _____(name of resident)_____, . We will have called you earlier this week, and I'm calling to update you on the current situation.

5. I need to inform you that _____(name of resident)_____ and 19 other people will be moved over the coming week from Rosewood to other care facilities around Canterbury.

6. This is not because we have concerns around COVID-19 for this group, it is a question of staffing. As you know, all of Rosewood's usual staff are in isolation, including the manager. They are having difficulty finding replacement staff, so for the safety of residents, a decision has been made to move 20 residents from Unit One to other care facilities.

7. We strongly feel that moving to another rest home which provides hospital-level care is in the best interests of _____(name of resident)_____. It will ensure they are well looked after, and that they will have access to hospital-level care.

8. We currently have hospital level beds available at the following facilities:
   aaaaaaaaaa
   bbbbbbbbb
   cccccccccc
   ddddddddd

   More information on each of these, including recent audits is available on the Eldernet website, however we need to make a decision within the next (xxx time period).
   We'll give you some time to consider the options – when would suit you to call you back?

9. The same rules around visiting will apply – that is, no visits are currently possible, under New Zealand's alert level 4. [New facility] will have your details and you will be alerted if _____(name of resident) is unwell. You can call _____[the facility] at any time.

10. We realise this may be worrying news. We will keep you up to date with any new developments, and please feel free to call us with any concerns, at any time.

    I will leave you with two contacts to call:
    a. _____ [name, title and phone number of person caring for person]
    b. _____ [name, title and phone number of person planning the move]

11. Do you have any questions?

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Possible questions:

Is this a permanent move?

That's up to you. We don't know how long it will be until Rosewood can offer sustainable hospital level staffing. Knowing what an upheaval it is for an older person to move, we often find that once they are settled in their new environment and routine they are not keen to move again.

Can I take them home?

[Name of person] has been assessed as needing hospital level care and their needs will be met by the care team at [name of facility].

How long will this last?

We don't know how long this will last or when (name) will be able to return to Rosewood

Is [name of person] sick?

No, but they still require hospital level care. At present no one in the hospital level care unti at Rosewood is showing any symptoms of Covid-19.

When my family member moves will there be any additional charges (premium room etc)?
[Name of facility] is happy to call to discuss this further with you. No one should be financially disadvantaged by this move.

Who will ensure their possessions are all packed up and moved with them to the new facility?
This will be managed by DHB staff and nursing staff who have been brought in to help.

Do we have to pay to have mum/dad to be transported to the new facility?
No, the DHB will pick up this cost, and we are working closely with St John to ensure a safe and smooth transfer of each resident.

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3. Notice to go on Rosewood's website:

Notification from Canterbury DHB:

Planning for relocation of Hospital-level Care residents currently living at Rosewood Rest Home and Hospital

We have been experiencing ongoing difficulties finding replacement staff for Rosewood Rest Home and Hospital.

As you know, cases of COVID-19 within one wing of the facility has led to all staff being required to self-isolate, with residents from the affected wing temporarily moved to a ward at Burwood Hospital where they can isolate together.

Unfortunately, it has been impossible to find sufficient appropriately-qualified replacement staff to safely care for all the remaining residents at Rosewood.

Because of this, we have made the decision to move the residents currently at a Hospital Level of Care (those in unit 1) at the facility to other Aged Residential Care Facilities. This is a group of 20 people.

This action is not due to any concerns about COVID-19 within this group of residents.

We are currently identifying places at other facilities who will be able to accept these Hospital Level residents and will be contacting next of kin to discuss this.

Once potential homes for these residents are identified, we will again contact families to consult them on their preferences among the options available for their loved one, and Canterbury DHB will manage transfers for these residents to their new accommodation.

If you have not heard from us by Saturday 11 April please call: Janice Lavelle, Service Manager on s 9(2)(a) [redacted]

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4. Letter for agency and CDHB staff asked to work at Rosewood and George Manning

V1 – for Rosewood – will need to do a different version for George Manning.

Thank you for agreeing to assist with the care of residents at Rosewood Rest Home and Hospital.
This is a difficult time for all, and it's only natural to have some concerns.
We wish to assure you that your safety and welfare, along with that of the residents, is our priority.
We have taken the following steps:

- A new temporary manager 9(2)(a) [redacted] is now running Rosewood. 9(2)(a) [redacted] is an experienced service manager from Canterbury DHB.
- Additional PPE supplies, including alcohol-based hand rub, have been provided to Rosewood to ensure good stock levels are available.
- Training to ensure PPE requirements, as recommended by Canterbury DHB microbiologist, Dr Josh Freeman, are adhered to to ensure your safety.
- Extensive training is available to all staff, existing and temporary, on the safe and correct use of PPE. You can access this by clicking here. There are also videos and fact sheets regarding donning and doffing PPE in the dedicated 'clean' and 'dirty' areas and these are available at the Rest home.
- Additional cleaning and disinfection has been undertaken, and an ongoing cleaning regime is underway to ensure high standards of hygiene are maintained.
- Experts from the Canterbury DHB Infection Prevention and Control Service (IPC) are overseeing processes to prevent further spread of infection.

We wish to stress that your safety is also your responsibility. We ask that you carefully follow all guidance and recommendations provided, and that you adhere to appropriate hygiene and physical distancing measures. For further information on the appropriate hygiene measures, please refer to Your five moments.

Please note, you may nurse residents who have no symptoms of COVID-19, and also residents who are asymptomatic but have been swabbed (as a precaution only). There are slightly different PPE requirements for each group, but you will be advised what is required for each resident and will receive refresher training on your arrival as needed.

As there are no positive cases of COVID-19 amongst the current residents, you should not have any concerns about going home to your family/flatmate 'bubble' – please follow the suggested regime in the 'Don't take it home' poster attached as Appendix 2.

Also please remember that anyone call or text 1737 any time to talk to a qualified counsellor free of charge. Your confidentiality is assured.

Finally, on behalf of the residents' families, thank you for responding to our call for staff. Your dedication and compassion for some of the most vulnerable in our community is very much appreciated.

Yours sincerely

[Sign off]

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5. Talking points for managers of Canterbury DHB staff

- The quickly evolving COVID-19 response is seeing the need for some staff to self-isolate following exposure.
- This happened over the weekend of April 4 and 5, in relation to the Rosewood Rest Home, where a number of staff have self-isolated.
- In a small facility like this, having to release a large number of staff to self-isolate means the DHB needs to find replacement staff at very short notice to temporarily fill staffing gaps to ensure safe and appropriate care for the rest home's residents.
- We need staff to help with providing care to the 24 residents who remain at Rosewood. These 24 residents have not had contact with the 20 people who moved to Burwood early last week – they are not considered 'close contacts'. However, as per protocols for essential staff working with vulnerable people, staff must adhere to the PPE protocols for working in a COVID-19 environment.
- In addition to these 20 residents, there are an additional 20 people in hospital-level care who will be relocated to alternative rest homes over the coming week.
- Relief staff will be assigned to work in one unit only – they will not be asked to move between the two units.
- Five Rosewood staff have been cleared by Community and Public Health to continue working in the rest home.
- The health and safety of staff is our top priority.
- Since some of the residents were moved to Burwood, we have undertaken the following steps to minimise risk at Rosewood Rest Home for the remaining residents and staff working there:
    - The DHB has appointed an experienced DHB service manager, 9(2)(a) [redacted] as temporary manager to support the rest home in managing the welfare of the rest home's current staff, adopting the new required standards of care for managing COVID-19 cases, and ensuring orientation and training in PPE use in particular is maintained to the highest standards
    - Experts from the Canterbury DHB Infection Prevention and Control Service are working with the facility to assist them with adherence to current standards and guidelines to prevent further spread of infection
    - Additional cleaning and disinfection is being undertaken to decontaminate the environment
    - Additional PPE supplies have been provided to the facility by the Canterbury DHB, including gowns and masks, protective safety glasses and gloves.
- This redeployment arrangement is temporary, and will finish once permanent Rosewood Rest Home staff have completed the required period of self-isolation and are cleared to return to work.
- Upon completion of a staff member's temporary redeployment, staff can return to their usual place of work providing:
    - they have followed the guidance on PPE use, and adhere to appropriate hygiene and physical distancing measures

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- there has not been a breach of PPE or suspected exposure to COVID-19 for which proper safety measures were not taken, and
- they are not exhibiting any symptoms of COVID-19 based on the expanded case definition HERE *[links to Ministry website]*.

- Our information sheet COVID-19 – Don't bring it home: Advice for health care workers visiting patients with suspected or known COVID-19 *[links to CDHB intranet]* has all the steps staff need to take to ensure the safety of their whānau when they return to their home bubble.
- For more information, refer to the Guidance on staff movement to other facilities, including ARC facilities *[links to CDHB intranet]*.
- This redeployment approach is supported by a set of guidelines informed by Infection Prevention and Control, Infectious Diseases, Microbiology and Occupational Health and best evidence-based practice.

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6. FAQs for staff being asked to be redeployed

I have been asked to work in an area where there is a COVID-19 outbreak – do I have the option to say no?
Redeployment outside of the DHB is by consultation with the staff member and it is their choice whether to redeploy. If we are asking a staff member to redeploy within the DHB, so long as it is to perform the same or similar role, they cannot say no.

Commented [JW1]: To be approved by P&C and ER

I have agreed to work in an area with a COVID-19 outbreak that is not my usual place of work. Am I able to work in both the COVID-19 area and my usual workplace/ward?
Upon completion of your temporary redeployment, you can return to your usual place of work providing:

- you have followed the guidance on PPE use, and adhere to appropriate hygiene and physical distancing measures
- there has not been a breach of PPE or suspected exposure to COVID-19 for which proper safety measures were not taken, and
- you are not exhibiting any symptoms of COVID-19 based on the expanded case definition HERE.

7. FAQs for staff agreeing to be redeployed

What if a resident I care for becomes unwell?
If a resident develops symptoms such as a cough, sore throat, shortness of breath, sneezing and runny nose or temporary loss of smell:

- Isolate the resident immediately in their room on enhanced contact and droplet precautions
- Set up a PPE station outside their room with surgical masks, gloves, gowns and eye protection
- Contact either the resident's GP, the PPC Nursing Team, or the on call out of hours Microbiologist/Infectious Disease Physician via Christchurch Hospital Switchboard who will assess and arrange screening if needed
- Dispose of all used PPE in yellow clinical waste bags, apart from eye protection which is to be placed into a receptacle and then cleaned and disinfected after each use
- Remove dirty PPE in the resident's room by the door and be sure to clean your hands after removing each piece of PPE.

What should I do if I start to feel unwell?
At the start of each shift, your signs and symptoms and temperature will be checked.
If you become unwell, you are not to work.
Instead:

- Go or stay at home
- Contact your GP, Healthline and the on-call Infection Prevention and Control micro/ID team on call.

How do I protect myself from the risk of getting COVID-19?

- Follow the guidance provided to you on the correct way to don and doff PPE
- Maintain safe physical distancing (at least two metres) from other staff where possible.

How do I protect my family when I return home?

Follow the advice in the information sheet COVID-19 – Don't bring it home: Advice for health care workers visiting patients with suspected or known COVID-19

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8. Rosewood Rest Home – letter to families of residents who will be staying in the dementia unit at Rosewood – sent from 9(2)(a) [redacted] via email

10 April 2020

Dear [insert name]

Level 3(?) dementia patients <u>to stay put</u> at Rosewood with additional staff brought in to ensure safe care

Things have progressed rapidly since we were first advised of a positive case of COVID-19 at Rosewood on Friday 3 April.

At the time of writing this update, due to difficulties finding staff to work in the hospital level care area, we have made the decision to relocate 20 hospital-level care residents to other rest homes around Canterbury.

Unfortunately, despite our best endeavours, we have been unable to secure appropriately qualified and experienced staff to relieve in the hospital level care unit. We have made the difficult decision to relocate these 20 residents to alternative rest homes with hospital-level care.

As always, the ongoing wellbeing of your loved one, and the safety of the staff who are working in this difficult environment, is our primary concern.

I am pleased to advise that we have secured sufficient staff to continue to provide care for your loved one at Rosewood – they don't need to be moved.

To ensure that residents who remain at the rest home have continuity of care, Canterbury DHB is providing a combination of its own and agency staff to help out until Rosewood's own staff are cleared to return to work.

I would like to take this opportunity to reassure you that it is our collective mission to ensure the highest standards of Infection Prevention and Control throughout Rosewood.

We have ensured staff know what is expected of them in relation to personal protective equipment and that they have the necessary supplies and appropriate space to put on and remove their protective equipment as required.

If you have any questions or ongoing concerns, please contact me in the first instance and we will respond either on an individual basis, or as part of a general update depending on the question.

Please don't hesitate to get in touch if you have any questions.

Stay safe at home.

Nga mihi

s 9(2)(a) [redacted]

Acting manager, Rosewood Rest Home

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9. Advice for the acting manager

Please brief whoever answers the phone/emails to refer media queries to you – or forward on to the DHB communications team: communications@cdhb.health.nz or call Karalyn van Deursen 027 531 4796.

Please make it clear to all staff that if a reporter calls, whoever takes the call should say that they can't comment and will get someone to call them back.

Please ask them to take down the reporter's name and phone number and let you (the manager) and the communication team know.

Please be prepared to receive enquiries from families as you normally would, but don't hesitate to escalate them via the contact above if you need assistance in responding to them.

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Appendix 1: Guidance on redeployment between facilities
Sent on behalf of Sue Nightingale, ECC Controller (CDHB) and Michael Frampton, Chief People Officer

Kia ora koutou,
We know that our quickly evolving COVID-19 response will see staff self-isolating following exposure to COVID-19. These impacts on staffing numbers in parts of our health system may be significant and require us to move people between facilities temporarily to fill staffing gaps. We have developed a set of guidelines informed by Infection Prevention and Control, Infectious Diseases, Microbiology and Occupational Health. These will be reviewed frequently as new information becomes available and informed by best evidence-based practice.

Ngā mihi, Sue Nightingale, ECC Controller (CDHB)
Michael Frampton, Chief People Officer

Guidance on Redeployment Between Facilities
The Canterbury and West Coast COVID-19 Response may require staff to be temporarily redeployed to other DHB facilities or Aged Residential Care (ARC) Facilities.

To ensure we are taking a consistent approach across our health systems and protecting your health and safety, staff must:

- agree to be redeployed between facilities following a conversation with their manager,
- follow the guidance for PPE use, and
- adhere to appropriate hygiene and physical distancing measures.

Upon completion of their temporary redeployments, staff can return to their usual place of work provided they have:

- followed the above guidance, and
- there has not been a breach of PPE or suspected exposure to COVID-19 for which proper safety measures were not taken, and
- they are not exhibiting any symptoms of COVID-19 based on the expanded case definition HERE.

If staff member is deployed to a Category 1 Work Zone (High Risk of COVID-19 Exposure):

- they must have been cleared to work in Category 1 Work Zones by Occupational Health i.e. they do not have an underlying medical vulnerability or condition, and
- they need to self-monitor for symptoms including fever and immediately self-isolate and notify their manager in the event they do have symptoms, and
- refer to information on keeping ourselves and whānau safe by not Bringing COVID-19 Home HERE.

If you have any questions, please contact the ECC on ECCCovidStaffing@cdhb.health.nz. This guidance is available HERE for reference. If you need support for any reason, please find support options HERE.

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Rochelle Audeau

From: Mardi Postill
Sent: Friday, 10 April 2020 9:34 AM
To: Karalyn van Deursen; David Meates
Cc: ECC Controller (CDHB); Sue Nightingale
Subject: RE: Rosewood media release - for review

Categories: Completed

Yes looks good , Thanks

M

Mardi Postill
Team Leader, Older Persons' Health
Planning and Funding

Canterbury & West Coast District Health Board
32 Oxford Tce | PO Box 1600 | Christchurch 8140 |
T s 9(2)(a) [redacted]
Email: mardi.postill@cdhb.health.nz

https://www.livestronger.org.nz/

From: Karalyn van Deursen
Sent: Friday, 10 April 2020 9:10 a.m.
To: David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>
Cc: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Subject: Rosewood media release - for review

Hi – Mardi, now that all of the hospital-level residents NOK have been contacted we could release this if you want.

Can you pls review content, and I will update case numbers after I've spoken with CPH team at 9.30am.

Canterbury
District Health Board
Te Poari Hauora ō Waitaha

DRAFT – yet to be approved

MEDIA RELEASE

10 April 2020

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Additional 20 Rosewood Rest Home & Hospital hospital-level residents to be moved

Following ongoing challenges finding replacement staff for Rosewood Rest Home and Hospital, Canterbury DHB's Chief Executive, David Meates has authorised the relocation of 20 Rosewood residents currently in the home's hospital-level care wing.

The residents will move to new homes in other aged care facilities providing hospital-level care over the next week.

"Families have been contacted and are central to our decision-making about where residents are moved to. Thankfully, there are a number of rest homes who have hospital-level rooms available. We expect all residents to be safely relocated to their new homes by the end of next week.

"We know this is disruptive for both residents and their whānau, but under the present circumstances it is the safest option while we're unable to find appropriate staff to work at Rosewood to provide care to this group of vulnerable older people.

"Once this group of 20 has been relocated, 24 residents will remain at Rosewood. We are confident we'll have sufficient staff to care for these remaining patients, until such time that some of the original Rosewood staff will be out of their isolation period and cleared to return to work.

David Meates said as of today no further cases of COVID-19 have been confirmed at Rosewood.

"Our utmost priority is to keep residents safe," David Meates said.

ENDS

Editor's note: Earlier this week 20 dementia patients were relocated from Rosewood to Burwood Hospital where they could safely isolate as a group. Our media release on this move is here.

As at Saturday morning 10 April there are 20 cases of COVID-19 linked with the Rosewood cluster. This comprises 8 staff and 12 patients and a mix of confirmed and probable cases.

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Ngā mihi

Karalyn van Deursen
Executive Director Communications
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
T: +64 3 364 4103 or ext. 62103| M: 027 531 4796

Values – *A matou uara*
Care and respect for others – *Manaaki me te kotua i etahi*
Integrity in all we do – *Hapai i a matou mahi*
Responsibility for outcomes – *Kaiwhakarite i ka hua*

Unite against COVID-19

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Rochelle Audeau

From: Karalyn van Deursen
Sent: Friday, 10 April 2020 11:00 AM
To: Anna Williams; Helen Skinner; Sue Nightingale
Subject: FW: STRICT CONFIDENCE - draft statement

Morena all – please see below the proposed statement to come from the Ministry of Health & a short statement from Canterbury DHB below that we would only provide if asked.

As you discussed with the family last night Anna, we would not provide any information that would identify this lady.
However media can be unscrupulous and go through social media etc looking for comments and clues.

If they are approached by media and don't want to comment, they can say that and/or refer any requests to me or the Ministry of Health – please pass on my contact details below.

If you have an email address are you able to run the Ministry of Health release past the family and check that they are comfortable with the content?
And happy to accommodate any changes.
Thanks

1. Ministry of Health media statement

Sadly, a second death from COVID-19 in New Zealand

The Ministry of Health is sad to report the country's second death linked to COVID-19.

The second death is of a 9(2)(a) [redacted] at Burwood Hospital in Christchurch on Thursday.

The 9(2)(a) [redacted] had recently returned a positive test to COVID-19.

As we have seen around the world, COVID-19 can be a deadly disease – particularly for elderly people, and also those with underlying ~~pre-existing~~ health issues.

New Zealand's first death linked to COVID-19 was on March 29 on the West Coast, in 9(2)(a) [redacted] 9(2)(a) [redacted] with underlying health conditions.

As in that case, the country's thoughts will be with the Christchurch 9(2)(a) [redacted] family and loved ones at this time.

Understandably, the family will take time to grieve, and we would ask media to respect their privacy.

In this case, we can say that the 9(2)(a) [redacted] was one of a group of 20 dementia care residents transferred from Rosewood Rest Home & Hospital to Burwood Hospital earlier in the week as part of the Canterbury District Health Board's cluster management process.

These residents were relocated to a ward Burwood to allow them to isolate together in a 'group bubble'.

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The 9(2)(a) [redacted] who sadly died had experienced a number of common age-related health conditions, prior to her testing positive for COVID-19 this week.

Because of the current Alert Level 4, no family members were able to visit the 9(2)(a) [redacted] in hospital in recent days and were not able to be present when 9(2)(a) [redacted] passed away. Hospital staff were able to provide 9(2)(a) [redacted] with comfort and support and we thank them for that.

This latest sad news reinforces the importance of our move to Alert Level Four, and the measures we are all taking to limit spread, break the chain of transmission and prevent deaths.

Our health system will continue to do everything it can to support the fight against COVID-19.

Canterbury DHB will provide additional information this afternoon relating to ongoing care and support for other Rosewood Residents and their families.

ENDS

Canterbury DHB comment if asked:

It is with great sadness that we acknowledge the announcement made by Director of Public Health, Dr Caroline McElnay today, confirming a 9(2)(a) [redacted] passed away yesterday morning.
The 9(2)(a) [redacted] was one of the original 20 residents of Rosewood Rest Home & Hospital to relocate to Burwood Hospital earlier this week. 9(2)(a) [redacted] was one of the 21 COVID-19 cases linked to the rest home cluster so far, and had underlying health conditions.
We express our deepest sympathies to the 9(2)(a) [redacted] family and ask that their request for privacy is respected.

Ngā mihi

Karalyn van Deursen
Executive Director Communications
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
T: +64 3 364 4103 or ext. 62103| M: 027 531 4796

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Unite against COVID-19

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Rochelle Audeau

From: Karalyn van Deursen
Sent: Friday, 10 April 2020 11:55 AM
To: ECC Controller (CDHB)
Subject: RE: Rosewood media release - that we will issue this afternoon - probs around 2pm after Dr Caroline's announcement

Categories: Completed

Thanks.

From: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Sent: Friday, 10 April 2020 11:29 a.m.
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: RE: Rosewood media release - that we will issue this afternoon - probs around 2pm after Dr Caroline's announcement

Thanks, I did read it before and it was fine with me.

From: Karalyn van Deursen
Sent: Friday, 10 April 2020 11:27 a.m.
To: s 9(2)(a) [redacted] Sue Nightingale <Sue.Nightingale@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Cc: Renee Parsons <Renee.Parsons@cdhb.health.nz>; Haidee Scott <Haidee.Scott@cdhb.health.nz>
Subject: FW: Rosewood media release - that we will issue this afternoon - probs around 2pm after Dr Caroline's announcement

David and Mardi have ok'd, but pls sing out if anything needs correcting.

From: Karalyn van Deursen
Sent: Friday, 10 April 2020 9:10 a.m.
To: David Meates <David.Meates@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>
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"Our utmost priority is to keep residents safe," David Meates said.

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Unite against COVID-19

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Rochelle Audeau

From: Joshua Freeman
Sent: Friday, 10 April 2020 12:36 PM
To: CPHOps; Euna Sahng; Alan Pithie; Anja Werno; Annalie Shears; Cheryl Brunton; David Meates; David Murdoch; Kirsten Beynon; Mark Birch; Meik Dilcher; Michael Harrington; Rachel Patel; Ramon Pink; Rodger Linton; Rosemary Ikram; Sarah Metcalf; Simon Dalton; Sue Nightingale
Cc: Rachael Haldane; Valerie Fletcher
Subject: RE: 10/4/20 COVID-19 - 1 x new positive

Thanks Matt, I gathe[redacted] s 9(2)(a) as already listed as a "probable case" so the total number of probable and confirmed cases among staff remains at 16 (11 probable and 5 confirmed)?
Have copied Val Fletcher, gerontologist who is closely involved with the Rosewood transfers.

From: Matthew Reid **On Behalf Of** CPHOps
Sent: Friday, 10 April 2020 12:30 p.m.
To: Euna Sahng <Euna.Sahng@cdhb.health.nz>; Alan Pithie <Alan.Pithie@cdhb.health.nz>; Anja Werno <Anja.Werno@cdhb.health.nz>; Annalie Shears <Annalie.Shears@cdhb.health.nz>; Cheryl Brunton <Cheryl.Brunton@cdhb.health.nz>; CPHOps <CPHOps@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; David Murdoch <David.Murdoch@cdhb.health.nz>; Joshua Freeman <Joshua.Freeman@cdhb.health.nz>; Kirsten Beynon <Kirsten.Beynon@cdhb.health.nz>; Mark Birch <Mark.Birch@cdhb.health.nz>; Meik Dilcher <Meik.Dilcher@cdhb.health.nz>; Michael Harrington <Michael.Harrington@cdhb.health.nz>; Rachel Patel <Rachel.Patel@cdhb.health.nz>; Ramon Pink <Ramon.Pink@cdhb.health.nz>; Rodger Linton <Rodger.Linton@cdhb.health.nz>; Rosemary Ikram <Rosemary.Ikram@cdhb.health.nz>; Sarah Metcalf <Sarah.Metcalf@cdhb.health.nz>; Simon Dalton <Simon.Dalton@cdhb.health.nz>; Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Cc: Rachael Haldane <Rachael.Haldane@cdhb.health.nz>
Subject: RE: 10/4/20 COVID-19 - 1 x new positive

Related to Rosewood cluste[redacted] s 9(2)(a) worker there[redacted] s 9(2)(a) address may be listed as [redacted] Out of Scope because[redacted] s 9(2)(a) as accommodated at [redacted] Out of Scope then moved to [redacted] Out of Scope as [redacted] s 9(2)(a) s symptomatic.

From: Euna Sahng
Sent: Friday, 10 April 2020 12:13 p.m.
To: Alan Pithie <Alan.Pithie@cdhb.health.nz>; Anja Werno <Anja.Werno@cdhb.health.nz>; Annalie Shears <Annalie.Shears@cdhb.health.nz>; Cheryl Brunton <Cheryl.Brunton@cdhb.health.nz>; CPHOps <CPHOps@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; David Murdoch <David.Murdoch@cdhb.health.nz>; Euna Sahng <Euna.Sahng@cdhb.health.nz>; Joshua Freeman <Joshua.Freeman@cdhb.health.nz>; Kirsten Beynon <Kirsten.Beynon@cdhb.health.nz>; Mark Birch <Mark.Birch@cdhb.health.nz>; Meik Dilcher <Meik.Dilcher@cdhb.health.nz>; Michael Harrington <Michael.Harrington@cdhb.health.nz>; Rachel Patel <Rachel.Patel@cdhb.health.nz>; Ramon Pink <Ramon.Pink@cdhb.health.nz>; Rodger Linton <Rodger.Linton@cdhb.health.nz>; Rosemary Ikram <Rosemary.Ikram@cdhb.health.nz>; Sarah Metcalf <Sarah.Metcalf@cdhb.health.nz>; Simon Dalton <Simon.Dalton@cdhb.health.nz>; Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Subject: 10/4/20 COVID-19 - 1 x new positive

Hi team

1 new positive from morning run from Chch.
Pt address is the [redacted] Out of Scope which is a little concerning.

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Date notified to CPH	Name	NHI	DOB	Delphic #	E-Gene Screening assay result	Comments

s 9(2)(a)

[redacted]

Cheers

Euna Sahng
Microbiology Registrar
Canterbury Health Laboratories
Ph: 03 364 0640 ext 86367

Canterbury Health Laboratories
www.chl.co.nz | 0800THELAB

Address: Corner of Hagley Avenue & Tuam Street
PO Box 151, Christchurch, New Zealand

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Cheers

Euna Sahng
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Rochelle Audeau

From: ECC Controller (CDHB)
Sent: Friday, 10 April 2020 1:09 PM
To: s 9(2)(a) [redacted]
Cc:
Subject: RE: Notification of Covid 19 clusters

s 9(2)(a) [redacted]
H
Discussed with Dan I assume. Our only cluster is at Rosewood ARC facility in Linwood.
Kind Regards

Sue Nightingale
ECC Controller

s 9(2)(a) [redacted]
From @cdemcanterbury.govt.nz>
Sent: Thursday, 9 April 2020 12:25 p.m.
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
s 9(2)(a) [redacted]
Subject: FW: Notification of Covid 19 clusters

Hi Sue/Dan,

Please refer to the mail below from FENZ.

Could you please advise FENZ as soon as is practicable regarding clusters or other relevant information to assist FENZ in their contingency planning.

I understand this has been discussed with you and ou s 9(2)(a) [redacted]

Many thanks
s 9(2)(a) [redacted]

s 9(2)(a) [redacted]
From @fireandemergency.nz>
Sent: Wednesday, 8 April 2020 12:18 PM
To s 9(2)(a) [redacted] @cdemcanterbury.govt.nz>
Subject: Notification of Covid 19 clusters

Kia ora s 9(2)(a) [redacted]

Following on from our discussion today this is a brief overview of FENZ concerns regarding the delay in notification from DHBs regarding clusters of covid out breaks in facilities such as rest homes.

- Emergency response organisations FENZ, St John and Police require immediate notification of covid19 cluster facilities such as the Rosewood Rest home as our personnel may be responded to these sites at any time of the day or night.

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- There is a duty of care that we can provide our responders with the most up to date information regarding increased risk of covid19 exposure.
- Fire crews utilise different PPE dependent upon the incident type they are responded to, for example for a fire alarm activation to an address it is heavy duty firefighting PPE not the medical PPE that they wear with first responder events.
- Therefore responding to an alarm activation at a rest home that we have not been notified is a covid19 cluster exposes our staff to unnecessary risk.
- When advised of these locations the closest Fire station crews will pre-plan their response procedures, specialist fire risk management personnel will provide practical advice to the rest home staff regarding evacuation procedures that will minimise the risk to both the staff, residents and responders.

Thanks Neville for assisting with our concerns.

Ngā mihi,

s 9(2)(a)

[redacted]

Justice & Emergency Services Precinct,
Te Ihu HQ, Level 3, 40 Lichfield St
PO Box 13 747, Christchurch 8011

FIRE EMERGENCY NEW ZEALAND

s 9(2)(a)

[redacted]

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Rochelle Audeau

From: Beng-Cheng Chan on behalf of ECC Logistics (CDHB)
Sent: Friday, 10 April 2020 1:16 PM
To: Julie White (Wangford)
Cc: ECC Controller (CDHB); ECC Logistics (CDHB)
Subject: RE: Require information

Categories: Completed

Julie,
This request has gone to ECC Welfare for action. I understand from Becky Hickmott this is sorted.

Beng-Cheng Chan for
ECC Covid 19 -Logistics

From: Julie White (Wangford)
Sent: Friday, 10 April 2020 12:55 p.m.
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; ECC Logistics (CDHB) <ECCLogisticsCDHB@cdhb.health.nz>
Subject: FW: Require information
Importance: High

Please send email correspondence directly to Julie.white@cdhb.health.nz
IPCNursing email address is not currently accessible to us

Thanks
Julie White
Clinical Nurse Specialist
Infection Prevention & Control
5th Floor, Manawa Building
276 Antigua Street
Christchurch
Mobile s 9(2)(a) [redacted]
http://www.cdhb.health.nz/Hospitals-Services/Health-Professionals/CDHB-Policies/Infection-Prevention-Control-Manual/Pages/default.aspx

https://cdhbintranet.cdhb.health.nz/hospitalsupportandlabs/microbiology/SitePages/MULTIDRUG-RESISTANT%20ORGANISMS.aspx

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From: Julie White (Wangford)
Sent: Friday, 10 April 2020 12:44 PM
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Subject: Require information
Importance: High

Hi

Please can we have the list of residents for transfer urgently from Rosewood with NHI to enable confirmation of test results – have not received any information currently related to receiving facilities

Thanks
Julie White
Clinical Nurse Specialist
Infection Prevention & Control
5th Floor, Manawa Building
276 Antigua Street
Christchurch
Mobile s 9(2)(a) [redacted]
http://www.cdhb.health.nz/Hospitals-Services/Health-Professionals/CDHB-Policies/Infection-Prevention-Control-Manual/Pages/default.aspx

https://cdhbintranet.cdhb.health.nz/hospitalsupportandlabs/microbiology/SitePages/MULTIDRUG-RESISTANT%20ORGANISMS.aspx

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From: Karalyn van Deursen
Sent: Friday, 10 April 2020 1:55 PM
To: ECC Controller (CDHB); ECC Intelligence (CDHB); Anna Williams; Helen Skinner; ECC Public Information (CDHB); Carolyn Gullery; David Meates; Debra Parker; Dee Mccarthy; Evon Currie; Hector Matthews; Jacqui Lunday Johnstone; Jayne Stephenson; Jenna Manahi; Julie Jones; Justine White; Karalyn van Deursen; Kay Jenkins; Mary Gordon (Executive Director of Nursing); Mary Howell; Michael Frampton; Regan Nolan; Rochelle Audeau; Sarah Connell; Stella Ward; Sue Nightingale; Susan Fitzmaurice; Barbara Wilson; Bernice Marra; Dan Coward; Kirsten Beynon; Pauline Clark; Win McDonald; David Smith; Deborah Wright; gary.coghlan@westcoastdhb.health.nz; Graham Roper; Jane George; Julie Lucas; Mary Harrington; Miles Roper (miles.roper@Westcoastdhb.health.nz); Philip Wheble; Pradu Dayaram (pradu.dayaram@westcoastdhb.health.nz); Robin Rutter-Baumann; Siobhan Iafeta; Vicki Robertson - WCDHB (vicki.robertson@westcoastdhb.health.nz)
Subject: FW: Ministry of Health Media Release: Second death linked to COVID-19, 44 new cases

Categories: Completed

fyi

From: Charlotte.Gendall@health.govt.nz <Charlotte.Gendall@health.govt.nz>
Sent: Friday, 10 April 2020 1:52 p.m.
Subject: Ministry of Health Media Release: Second death linked to COVID-19, 44 new cases

Media Release

Second death linked to COVID-19, 44 new cases

Date: 10 April 2020

The Ministry of Health is sad to report the country's second death linked to COVID-19.

The second death is of a woman in her nineties at Burwood Hospital in Christchurch on Thursday.

The woman had recently returned a positive test to COVID-19.

As we have seen around the world, COVID-19 can be a deadly disease – particularly for elderly people, and also those with underlying health issues.

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New Zealand's first death linked to COVID-19 was on March 29 on the West Coast, in a woman in her 70s with underlying health conditions.

As in that case, the country's thoughts will be with the Christchurch woman's family and loved ones at this time.

Understandably, the family will take time to grieve, and we would ask that their privacy be respected.

In this case, we can say that the woman was one of a group of 20 residents transferred from Rosewood Rest Home & Hospital to Burwood Hospital earlier in the week as part of the Canterbury District Health Board's cluster management process.

These residents were relocated to a ward at Burwood to allow them to isolate together in a 'group bubble'.

The woman who sadly died had experienced a number of common age-related health conditions prior to her testing positive for COVID-19 this week.

Because of the current Alert Level 4, no family members were able to visit the woman in hospital in recent days and were not able to be present when she passed away. Hospital staff were able to provide her with comfort and support and we thank them for that.

This latest sad news reinforces the importance of our move to Alert Level Four, and the measures we are all taking to limit spread, break the chain of transmission and prevent deaths.

Our health system will continue to do everything it can to support the fight against COVID-19.

Canterbury DHB will provide additional information this afternoon relating to ongoing care and support for other Rosewood residents and their families.

Numbers update

Today there are 44 new cases of COVID-19 to report - made up of 23 new confirmed cases of COVID-19 and 21 new probable cases. There has been one additional death to report.

At this stage, 14 of the new 44 cases are linked to existing clusters, with investigations ongoing for others.

There are now 373 reported cases of COVID-19 which we can confirm have recovered – an increase of 56 on yesterday.

We can continue to report more people recovered than new combined cases.

The combined total of confirmed and probable cases in New Zealand is 1283.

Today there are 16 people in hospital. That includes five in ICU – one each in Hawke's Bay, Wellington, Waitemata, Counties Manukau and Southern DHBs. Two of these ICU patients in Southern and Waitemata are in a critical condition.

For those cases we have information on, we are still seeing a strong but declining link to overseas travel (40%), and ongoing links to confirmed cases within New Zealand (44%) including those in clusters we already know about and community transmission (2%). We are still investigating 14% of cases.

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There are still 12 significant clusters. Our three largest clusters remain the same: Matamata (69, up 5 on yesterday); Bluff (87, no change); and Marist College (84, no change).

In terms of testing, yesterday we carried out 4520 tests, with a rolling 7 day average of 3700 and total tests to date of 55,685.

NOTE - the ICU figure in this release updates today's standup, to include a patient in Hawke's Bay.

ENDS

Media contact
Name Charlotte Gendall
Phone s 9(2)(a) [redacted]

****
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Rochelle Audeau

From: Mardi Postill
Sent: Friday, 10 April 2020 2:40 PM
To: ECC Controller (CDHB); ECC Manager (CDHB)
Subject: URGENT Security is needed at Rosewood due to Media

Categories: Completed

Mardi Postill
Team Leader, OPH, Planning & Funding
Canterbury and West Coast DHB
s 9(2)(a) [redacted]

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Rochelle Audeau

From: Karalyn van Deursen
Sent: Friday, 10 April 2020 2:53 PM
To: Mardi Postill; ECC Controller (CDHB); Valerie Fletcher; Karen Dennison
Cc: Renee Parsons; Haidee Scott
Subject: RE: Rosewood phone calls from families

Categories: Completed

Thanks.

From: Mardi Postill <Mardi.Postill@cdhb.health.nz>
Sent: Friday, 10 April 2020 2:53 p.m.
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; Valerie Fletcher <Valerie.Fletcher@cdhb.health.nz>; Karen Dennison <Karen.Dennison@cdhb.health.nz>
Cc: Renee Parsons <Renee.Parsons@cdhb.health.nz>; Haidee Scott <Haidee.Scott@cdhb.health.nz>
Subject: RE: Rosewood phone calls from families

Ive Just sent two of my team to Rosewood to help with the calls

Also ECC sending security

Mardi Postill
Team Leader, Older Persons' Health
Planning and Funding

Canterbury & West Coast District Health Board
32 Oxford Tce I PO Box 1600 I Christchurch 8140 I
s 9(2)(a) [redacted]
Email: mardi.postill@cdhb.health.nz

https://www.livestronger.org.nz/

From: Karalyn van Deursen
Sent: Friday, 10 April 2020 2:51 p.m.
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; Valerie Fletcher <Valerie.Fletcher@cdhb.health.nz>; Karen Dennison <Karen.Dennison@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>
Cc: Renee Parsons <Renee.Parsons@cdhb.health.nz>; Haidee Scott <Haidee.Scott@cdhb.health.nz>
Subject: RE: Rosewood phone calls from families

Hi – we're happy to take media calls but for families I think the contact was Janice Lavelle
Karen/Mardi – can you pls confirm?

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From: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Sent: Friday, 10 April 2020 2:49 p.m.
To: Valerie Fletcher <Valerie.Fletcher@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: RE: Rosewood phone calls from families

Our comms, KVD what number should they be calling?
Thanks.
Sue

From: Valerie Fletcher
Sent: Friday, 10 April 2020 2:23 p.m.
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Subject: Rosewood phone calls from families
Importance: High

Rosewood are receiving multiple calls from families since announcement of death.

Who is best to deal with these families?

Val

Dr Valerie Fletcher BM FRACP MMedSc(Clin Epid)

Email: valerie.fletcher@cdhb.health.nz

s 9(2)(a)
Mobile [redacted]

Community Geriatrician
Clinical Director Community Services Older Persons Health
Third Floor Heathcote Building
The Princess Margaret Hospital
PO Box 800
Christchurch / Otautahi
Tel 03 3377765

General Physician
Department of General Medicine
Riverside Block
Christchurch Hospital
Private Bag 4710
Christchurch / Otautahi 8140
Tel 03 3640640 or 03 3641020

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Rochelle Audeau

From: Megan Gibbs
Sent: Friday, 10 April 2020 3:03 PM
To: s 9(2)(a) [redacted]
Cc: Richard Boyce; Mardi Postill; ECC Logistics (CDHB); ECC Controller (CDHB); Karalyn van Deursen
Subject: Rosewood Rest Home - 288 Woodham Road

Importance: High

Categories: Decision Made, Completed

s 9(2)(a) [redacted]
H
Confirming CDHB request for 2 guards immediately to Rosewood, positions as per earlier in the week. In position until review at 9pm tonight.
I understand we have significant media interest this afternoon and are keen to ensure that all involved stay in their bubbles and that access to the facility is managed to ensure only those legitimately there for work purposes are on the premises.
Please take directions from the facility manager on your arrival. Please also text me to confirm when you are on site.
Many thanks
Megan Gibbs

ECC Manager
s 9(2)(a) [redacted]

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Rochelle Audeau

From: Karalyn van Deursen
Sent: Friday, 10 April 2020 3:46 PM
To: Carolyn Gullery; David Meates; Debra Parker; Dee Mccarthy; Evon Currie; Hector Matthews; Jacqui Lunday Johnstone; Jayne Stephenson; Jenna Manahi; Julie Jones; Justine White; Karalyn van Deursen; Kay Jenkins; Mary Gordon (Executive Director of Nursing); Mary Howell; Michael Frampton; Regan Nolan; Rochelle Audeau; Sarah Connell; Stella Ward; Sue Nightingale; Susan Fitzmaurice; Barbara Wilson; Bernice Marra; Dan Coward; Kirsten Beynon; Pauline Clark; Win McDonald
Subject: FYI: Additional 20 Rosewood Rest Home & Hospital residents to be relocated

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MEDIA RELEASE

10 April 2020

Additional 20 Rosewood Rest Home & Hospital hospital-level residents to be moved

Following ongoing challenges finding replacement staff for Rosewood Rest Home and Hospital, Canterbury DHB's Chief Executive, David Meates has authorised the relocation of 20 Rosewood residents currently in the home's hospital-level care wing.

The residents will move to new homes in other aged care facilities providing hospital-level care over the next week.

"Families have been contacted and are central to our decision-making about where residents are moved to. Thankfully, there are a number of rest homes who have hospital-level rooms available. We expect all residents to be safely relocated to their new homes by the end of next week.

"We know this is disruptive for both residents and their whānau, but under the present circumstances it is the safest option while we're unable to find appropriate staff to work at Rosewood to provide care to this group of vulnerable older people.

"Once this group of 20 has been relocated, 24 residents will remain at Rosewood. We are confident we'll have sufficient staff to care for these remaining residents until such time that some of the original Rosewood staff will be out of their isolation period and cleared to return to work.

David Meates said as of today one further case of COVID-19 has been have been confirmed as part of the Rosewood Cluster.

"Our utmost priority is to keep residents safe," David Meates said.

ENDS

Editor's note: Earlier this week 20 residents from one of Rosewood's dementia wards were relocated from Rosewood to Burwood Hospital where they could safely isolate as a group. Our media release on this move is here.

Updated case numbers:

As at Saturday afternoon 10 April there are 28 cases of COVID-19 linked with the Rosewood cluster.

This comprises 15 staff – 5 confirmed and 10 probable

and 13 residents – 6 confirmed and 7 probable.

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Ngā mihi

Karalyn van Deursen
Executive Director Communications
Canterbury and West Coast District Health Boards
Corporate Office, 32 Oxford Terrace, Christchurch
T: +64 3 364 4103 or ext. 62103| M: 027 531 4796

Values – *A matou uara*
Care and respect for others – *Manaaki me te kotua i etahi*
Integrity in all we do – *Hapai i a matou mahi*
Responsibility for outcomes – *Kaiwhakarite i ka hua*

Unite against COVID-19

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Rochelle Audeau

From: Becky Hickmott on behalf of ECC Welfare (CDHB)
Sent: Friday, 10 April 2020 4:04 PM
To: Mardi Postill; ECC Controller (CDHB); ECC Welfare (CDHB)
Cc: Kerry Marshall
Subject: RE: For action please

Categories: Completed

Thanks Mardi

I have cc:d in Kerry from CPH at Sue's request as she felt probably best managed by this team.

Thanks and appreciate your help Kerry

Becs

From: Mardi Postill
Sent: Friday, 10 April 2020 4:02 PM
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; ECC Welfare (CDHB) <ECCWelfareCDHB@cdhb.health.nz>
Subject: For action please

s 9(2)(a) [redacted] for Rosewood, wants to know the names of the residents and staff that have tested positive. I told [redacted] 9(2)(a) that we don't share patient information but [redacted] 9(2)(a) wants to talk to someone about it s 9(2)(a) [redacted]

Mardi Postill
Team Leader, Older Persons' Health
Planning and Funding

Canterbury & West Coast District Health Board
32 Oxford Tce | PO Box 1600 | Christchurch 8140 |
T: s 9(2)(a) [redacted]
Email: mardi.postill@cdhb.health.nz

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Rochelle Audeau

From: Karalyn van Deursen
Sent: Friday, 10 April 2020 4:11 PM
To: ECC Controller (CDHB)
Subject: RE: Canterbury hospitals status: ORANGE

Categories: Completed

Will get that out – the easy job of the day.
Reconciling numbers betw cph and the moh is hurting my head...

From: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Sent: Friday, 10 April 2020 4:10 p.m.
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: RE: Canterbury hospitals status: ORANGE

Yes, thanks.

From: Karalyn van Deursen
Sent: Friday, 10 April 2020 4:08 p.m.
To: ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>; Rochelle Audeau <Rochelle.Audeau@cdhb.health.nz>
Subject: FW: Canterbury hospitals status: ORANGE

Crrct address this time...

From: Karalyn van Deursen
Sent: Friday, 10 April 2020 4:07 p.m.
To: Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Subject: Canterbury hospitals status: ORANGE

Hi Sue - this look ok to you?

Canterbury hospitals status: ORANGE

Sent on behalf of Sue Nightingale, Incident Controller, Emergency Coordination Centre, Canterbury DHB

The status colour of our hospital services as per the National Response Framework is **ORANGE**.

The number of COVID-19 cases (confirmed or probable) in Canterbury to date is **135** as per the Ministry of Health website current cases page.

There is currently no one with confirmed COVID-19 being treated in Christchurch Hospital. (*Note: The two patients showing on the Ministry website today have since been discharged)

The residents who relocated from Rosewood to Burwood Hospital are still in isolation.

Please forward to any contractors who work in your team.

*Note there may be a time-lag between admission and the reporting of cases.

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Unite against COVID-19

Please share with contractors in your work area.

Please forward to any contractors who work in your team

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Rochelle Audeau

From: Euna Sahng
Sent: Friday, 10 April 2020 4:49 PM
To: Alan Pithie; Anja Werno; Annalie Shears; Cheryl Brunton; CPHOps; David Meates; David Murdoch; Euna Sahng; Joshua Freeman; Kirsten Beynon; Mark Birch; Meik Dilcher; Michael Harrington; Rachel Patel; Ramon Pink; Rodger Linton; Rosemary Ikram; Sarah Metcalf; Simon Dalton; Sue Nightingale
Subject: s 9(2)(a) [redacted] m Rosewood
Attachments:

Hi team.

2 further positives – Rosewood residents who have transferred to Burwood. Lab form attached. Cheers.

CDHB						
Date notified to CDH	Name	NHI	DOB	Delphic #	E-Gene Screening assay result	Comments

s 9(2)(a) [redacted]

Euna Sahng
Microbiology Registrar
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Subject: 10/4/20 COVID-19 - 2 x further new positives from Rosewood
Attachments: s 9(2)(a) [redacted]

Hi team.

2 further positives – Rosewood residents who have transferred to Burwood. Lab form attached. Cheers.

CDHB						
Date notified to CPH	Name	NHI	DOB	Delphic #	E-Gene Screening assay result	Comments

s 9(2)(a) [redacted]

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Rochelle Audeau

From: Becky Hickmott on behalf of ECC Welfare (CDHB)
Sent: Friday, 10 April 2020 4:50 PM
To: ECC Covid Staffing
Cc: ECC Controller (CDHB); ECC Operations (CDHB)
Subject: FW: GP care and medication management for the HLC residents being transferred from Rosewood.

Importance: High

Categories: Completed

FYI teams, just to keep you in the loop to help guide staff.

Have cc:d in Controller and ops so that they are aware
Becs

From: Hayley Cooper
Sent: Friday, 10 April 2020 4:22 PM
To: Valerie Fletcher <Valerie.Fletcher@cdhb.health.nz>; Janice Lavelle <Janice.Lavelle@cdhb.health.nz> s 9(2)(a) [redacted]
s 9(2)(a) [redacted]
s 9(2)(a) [redacted]
Subject: GP care and medication management for the HLC residents being transferred from Rosewood.
Importance: High

Hi again,

GP Cover
I have spoken again wit[redacted] for Rosewood. [redacted] happy to continue to provide [redacted] ver over the Easter break for all of the HLC residents. E.g. will continue to do so if any are moved to Rannerdale during Easter (they could only take residents over Easter subject to [redacted] ver). Beyond Easte[redacted] ill continue care until the resident is moved as per usual processes [redacted] hank you for your support in this unsettling time, if there is anything we can do to support you from an administrative perspective over the weekend please contact my colleague Greta o[redacted] or via email as I'm not working after today until Tuesday.

Medication management
I have spoken wit[redacted] an[redacted] vised the following:

- Regardless of which e-charting system the new facility has (Rosewood uses medimap), in all cases print a physical paper chart to take with the resident
- Ensure ALL medications go with the resident, not just the obvious tablet[redacted] aid creams, inhalers and even controlled drugs etc often get missed.
- [redacted] is happy to provide any emergency medication support over the long weekend.
- [redacted] will change to that used by the facilit[redacted] so suggested that the facility gives the [redacted] a heads up about the new resident so that t[redacted] n prepare appropriately.

Here's the charting system for each facility – note 2 are using paper charts

Mediman:
s 9(2)(a) [redacted]

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s 9(2)(a) [redacted]

1 chart

s 9(2)(a) [redacted]

Paper charts

s 9(2)(a) [redacted]

Thanks,
Hayley

From: Valerie Fletcher
Sent: Friday, 10 April 2020 2:42 PM
To: Hayley Cooper <Hayley.Cooper@cdhb.health.nz>
Cc: Janice Lavelle <Janice.Lavelle@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz> s 9(2)(a) [redacted]
s 9(2)(a) [redacted] Richard Scrase <Richard.Scrase@cdhb.health.nz>
Subject: Re s 9(2)(a) [redacted] won't be continuing care for the HLC transfers

Which means over the weekend they may not have s 9(2)(a) [redacted] cover.

I have contacted s 9(2)(a) [redacted] re d3 patient.

Yes worth contacting Alex .

Cheers

Val

On 10/04/2020, at 2:31 PM, Hayley Cooper <Hayley.Cooper@cdhb.health.nz> wrote:

Hi
s 9(2)(a) [redacted] had a look at the facility list and as s 9(2)(a) [redacted] only providing care at one of them has decided it'd be more appropriate to hand over the s 9(2)(a) [redacted] care to the regula s 9(2)(a) [redacted] each of the facilities.
s 9(2)(a) [redacted] obviously continue care of those in the remaining unit and those who were moved to Burwood.
I also made her aware of the unwell HLC s 9(2)(a) [redacted] resident who is unlikely to be moved and that s 9(2)(a) [redacted] one is likely to be calling s 9(2)(a) [redacted] today.
s 9(2)(a) [redacted] eiterated s 9(2)(a) [redacted] is on call all weekends
Her cell number i s 9(2)(a) [redacted]

I assume it will be like any regular transfer with respect to GP/e-meds but recall Val, you asked me yesterday to call Alex regarding medication management processes- would it still be helpful to do this?

Hayley Cooper

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Service Development Manager | Primary Care | Planning and Funding - Canterbury and West Coast District Health Boards | Level 2, 32 Oxford Terrace, PO Box 1600, Christchurch 8140, DDI (03) 337 8971 , ext 68971 Hayley.cooper@cdhb.health.nz
Office hours: Wednesday and Friday 0800-1630

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Rochelle Audeau

From: Mardi Postill
Sent: Friday, 10 April 2020 4:55 PM
To: ECC Controller (CDHB)
Subject: Out of Scope [redacted]

Categories: Completed

Will do

Mardi Postill
Team Leader, Older Persons' Health
Planning and Funding

Canterbury & West Coast District Health Board
32 Oxford Tce | PO Box 1600 | Christchurch 8140 |
s 9(2)(a) [redacted]
Email: mardi.postill@cdhb.health.nz

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Out of Scope [redacted]

https://www.livestronger.org.nz/

From: ECC Controller (CDHB)
Sent: Friday, 10 April 2020 4:47 p.m.
To: Mardi Postill <Mardi.Postill@cdhb.health.nz>

Out of Scope

[redacted]

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Rochelle Audeau

From: Euna Sahng
Sent: Friday, 10 April 2020 5:25 PM
To: Alan Pithie; Anja Werno; Annalie Shears; Cheryl Brunton; CPHOps; David Meates; David Murdoch; Euna Sahng; Joshua Freeman; Kirsten Beynon; Mark Birch; Meik Dilcher; Michael Harrington; Rachel Patel; Ramon Pink; Rodger Linton; Rosemary Ikram; Sarah Metcalf; Simon Dalton; Sue Nightingale
Subject: 10/4/20 COVID-19 - 1 x new positive linked to Rosewood
Attachments: s 9(2)(a) [redacted]

Hi again

Last result for the day and another Rosewood lin[redacted]eady aware.

CDHB						
Date notified to CDH	Name	NHI	DOB	Delphic #	E-Gene Screening assay result	Comments

s 9(2)(a) [redacted]

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Rochelle Audeau

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Subject: Re: 10/4/20 COVID-19 - 2 x further new positives from Rosewood
Attachments: image001.jpg

Hi again. Just had a call from the GP looking after the ward who has told me s 9(2)(a) [redacted] as passed away :(

Euna

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From: Euna Sahng <Euna.Sahng@cdhb.health.nz>
Sent: Friday, April 10, 2020 4:48:48 PM
To: Alan Pithie <Alan.Pithie@cdhb.health.nz>; Anja Werno <Anja.Werno@cdhb.health.nz>; Annalie Shears <Annalie.Shears@cdhb.health.nz>; Cheryl Brunton <Cheryl.Brunton@cdhb.health.nz>; CPHOps <CPHOps@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; David Murdoch <David.Murdoch@cdhb.health.nz>; Euna Sahng <Euna.Sahng@cdhb.health.nz>; Joshua Freeman <Joshua.Freeman@cdhb.health.nz>; Kirsten Beynon <Kirsten.Beynon@cdhb.health.nz>; Mark Birch <Mark.Birch@cdhb.health.nz>; Meik Dilcher <Meik.Dilcher@cdhb.health.nz>; Michael Harrington <Michael.Harrington@cdhb.health.nz>; Rachel Patel <Rachel.Patel@cdhb.health.nz>; Ramon Pink <Ramon.Pink@cdhb.health.nz>; Rodger Linton <Rodger.Linton@cdhb.health.nz>; Rosemary Ikram <Rosemary.Ikram@cdhb.health.nz>; Sarah Metcalf <Sarah.Metcalf@cdhb.health.nz>; Simon Dalton <Simon.Dalton@cdhb.health.nz>; Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Subject: 10/4/20 COVID-19 - 2 x further new positives from Rosewood

Hi team.

2 further positives – Rosewood residents who have transferred to Burwood. Lab form attached. Cheers.

CDHB						
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Subject: Re: 10/4/20 COVID-19 - 2 x further new positives from Rosewood
Attachments: image001.jpg

s 9(2)(a)

Hi again. Just had a call from the GP looking after the ward who has told m[redacted]as passed away :(

Euna

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From: Euna Sahng <Euna.Sahng@cdhb.health.nz>
Sent: Friday, April 10, 2020 4:48:48 PM
To: Alan Pithie <Alan.Pithie@cdhb.health.nz>; Anja Werno <Anja.Werno@cdhb.health.nz>; Annalie Shears <Annalie.Shears@cdhb.health.nz>; Cheryl Brunton <Cheryl.Brunton@cdhb.health.nz>; CPHOps <CPHOps@cdhb.health.nz>; David Meates <David.Meates@cdhb.health.nz>; David Murdoch <David.Murdoch@cdhb.health.nz>; Euna Sahng <Euna.Sahng@cdhb.health.nz>; Joshua Freeman <Joshua.Freeman@cdhb.health.nz>; Kirsten Beynon <Kirsten.Beynon@cdhb.health.nz>; Mark Birch <Mark.Birch@cdhb.health.nz>; Meik Dilcher <Meik.Dilcher@cdhb.health.nz>; Michael Harrington <Michael.Harrington@cdhb.health.nz>; Rachel Patel <Rachel.Patel@cdhb.health.nz>; Ramon Pink <Ramon.Pink@cdhb.health.nz>; Rodger Linton <Rodger.Linton@cdhb.health.nz>; Rosemary Ikram <Rosemary.Ikram@cdhb.health.nz>; Sarah Metcalf <Sarah.Metcalf@cdhb.health.nz>; Simon Dalton <Simon.Dalton@cdhb.health.nz>; Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Subject: 10/4/20 COVID-19 - 2 x further new positives from Rosewood

Hi team.

2 further positives – Rosewood residents who have transferred to Burwood. Lab form attached. Cheers.

CDHB						
Date notified to CPH	Name	NHI	DOB	Delphic #	E-Gene Screening assay result	Comments

s 9(2)(a)

[redacted]

Euna Sahng
Microbiology Registrar
Canterbury Health Laboratories
Ph: 03 364 0640 ext 86367

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Canterbury
District Health Board

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Rochelle Audeau

From: Matthew Reid
Sent: Friday, 10 April 2020 6:21 PM
To: Karalyn van Deursen; Mardi Postill; Cheryl Brunton; Sue Nightingale
Cc: Renee Parsons; Haidee Scott
Subject: RE: INPUT REQUIRED PLS: Rosewood media responses

Certainly.

In addition, we've heard that an additional resident has passed away, s 9(2)(a) [redacted] who was also at Burwood. Perhaps we tackle that one tomorrow too.

Matt

From: Karalyn van Deursen
Sent: Friday, 10 April 2020 6:13 p.m.
To: Matthew Reid <Matthew.Reid@cdhb.health.nz>; Mardi Postill <Mardi.Postill@cdhb.health.nz>; Cheryl Brunton <Cheryl.Brunton@cdhb.health.nz>; Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Cc: Renee Parsons <Renee.Parsons@cdhb.health.nz>; Haidee Scott <Haidee.Scott@cdhb.health.nz>
Subject: RE: INPUT REQUIRED PLS: Rosewood media responses

Thanks Matt – for the update.

As the Ministry like to announce the new cases, can we stick with today's numbers for today, then report the updated numbers tomorrow afternoon – which may well increase again?

At the moment the numbers in our release match the numbers on the Ministry website and we don't want to get ahead of them and push the national total up!

From: Matthew Reid <Matthew.Reid@cdhb.health.nz>
Sent: Friday, 10 April 2020 6:06 p.m.
To: Mardi Postill <Mardi.Postill@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; Cheryl Brunton <Cheryl.Brunton@cdhb.health.nz>; Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Cc: Renee Parsons <Renee.Parsons@cdhb.health.nz>; Haidee Scott <Haidee.Scott@cdhb.health.nz>
Subject: RE: INPUT REQUIRED PLS: Rosewood media responses

Sorry, more added at the bottom, I didn't go down far enough...

From: Matthew Reid
Sent: Friday, 10 April 2020 5:44 p.m.
To: Mardi Postill <Mardi.Postill@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; Cheryl Brunton <Cheryl.Brunton@cdhb.health.nz>; Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Cc: Renee Parsons <Renee.Parsons@cdhb.health.nz>; Haidee Scott <Haidee.Scott@cdhb.health.nz>
Subject: RE: INPUT REQUIRED PLS: Rosewood media responses

From: Mardi Postill
Sent: Friday, 10 April 2020 5:12 p.m.
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; Matthew Reid <Matthew.Reid@cdhb.health.nz>;

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Cheryl Brunton <Cheryl.Brunton@cdhb.health.nz>; Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Cc: Renee Parsons <Renee.Parsons@cdhb.health.nz>; Haidee Scott <Haidee.Scott@cdhb.health.nz>
Subject: RE: INPUT REQUIRED PLS: Rosewood media responses

Yes all the families were really happy when we contacted them. So positive about all the DHB was doing to support and helping to keep their loved safe, really happy with the communication ..... thought I would pass that on as we often don't hear the nice news!

Mardi Postill
Team Leader, Older Persons' Health
Planning and Funding

Canterbury & West Coast District Health Board
32 Oxford Tce | PO Box 1600 | Christchurch 8140 |
s 9(2)(a) [redacted]
Email: mardi.postill@cdhb.health.nz

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From: Karalyn van Deursen
Sent: Friday, 10 April 2020 5:04 p.m.
To: Mardi Postill <Mardi.Postill@cdhb.health.nz>; Matthew Reid <Matthew.Reid@cdhb.health.nz>; Cheryl Brunton <Cheryl.Brunton@cdhb.health.nz>; Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Cc: Renee Parsons <Renee.Parsons@cdhb.health.nz>; Haidee Scott <Haidee.Scott@cdhb.health.nz>
Subject: RE: INPUT REQUIRED PLS: Rosewood media responses

Thanks Mardi. Much appreciated.

Hope things have settled down for everyone.

Compared to the experience when the first death was announced on the West Coast we've had very little media interest. And not one follow up query to the relocating 20 additional residents – long may it remain that way.

From: Mardi Postill <Mardi.Postill@cdhb.health.nz>
Sent: Friday, 10 April 2020 5:01 p.m.
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; Matthew Reid <Matthew.Reid@cdhb.health.nz>; Cheryl Brunton <Cheryl.Brunton@cdhb.health.nz>; Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
Cc: Renee Parsons <Renee.Parsons@cdhb.health.nz>; Haidee Scott <Haidee.Scott@cdhb.health.nz>
Subject: RE: INPUT REQUIRED PLS: Rosewood media responses

Mardi Postill

Team Leader, Older Persons' Health
Planning and Funding

Canterbury & West Coast District Health Board
32 Oxford Tce | PO Box 1600 | Christchurch 8140 |
T: 9(2)(a) [redacted]
Email: mardi.postill@cdhb.health.nz

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Out of scope

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Rochelle Audeau

From: Janice Lavelle
Sent: Friday, 10 April 2020 9:01 PM
To: ECC Controller (CDHB)
Subject: RE: Update on progress: relocation of Rosewood residents

Categories: Completed

I'm supposed to report via our EOC. Thought ECC would want an update as that's where directive came from. Apologies if wrong.

Sent from my Samsung Galaxy smartphone.

-------- Original message --------
From: "ECC Controller (CDHB)" <ECCControllerCDHB@cdhb.health.nz>
Date: 10/04/20 6:06 PM (GMT+12:00)
To: Janice Lavelle <Janice.Lavelle@cdhb.health.nz>, EOC Burwood Hospital OPH&R <EOCBHOPH&R@cdhb.health.nz>, "ECC Psychosocial Support/VP (CDHB)" <ECCPsychosCDHB@cdhb.health.nz>
Subject: RE: Update on progress: relocation of Rosewood residents

Thanks Janice
Can we please just clarify who is doing what – Vulnerable people, Burwood EOC, us?
Mardi please give steer (tomorrow)
Thanks.
Sue

From: Janice Lavelle
Sent: Friday, 10 April 2020 6:02 p.m.
To: EOC Burwood Hospital OPH&R <EOCBHOPH&R@cdhb.health.nz>; ECC Controller (CDHB) <ECCControllerCDHB@cdhb.health.nz>
Subject: Update on progress: relocation of Rosewood residents

Please find attached the spreadsheet showing where we have got to today.

Tomorrow:

- Awaiting confirmation from the [redacted] Out of Scope that they are still willing to take 4 residents in light of 4 other facilities withdrawing today. All others confirmed.
- 18/20 families have confirmed the choice of RH for their whanau member nb this includes 4 at the [redacted] Out of Scope
- Facilities want to see care plans prior to transfer in order to prepare for new residents – can someone sort this? We can send cc's of long term InterRAIs but cannot transfer until SERCO done. Can get a SERCO to start this on Monday.
- [redacted] Out of Scope want more PP&E – can someone sort this please? Contact in spreadsheet.

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- NB no facility will to take new residents until after Tuesday.
- Facilities wanting assurance that any special equipment goes with residents
- Out of Scope [redacted] have requested a hoist and commodes Out of Scope [redacted] will sort this tomorrow.
- A positive : Out of Scope [redacted] really impressed with IP&C so thank you
- NB one resident is a private payer.

Janice Lavelle
Service Manager
Older Persons Mental Health
& Community Teams
CDHB
s 9(2)(a) [redacted]

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